



Somerset
REGIONAL COUNCIL

Annual Report



2014-2015

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HISTORY AND PROFILE

Somerset Regional Council was formed on 15 March 2008 following an amalgamation of Esk Shire and Kilcoy Shire Councils.

SRC has a Mayor and six Councillors, each is elected by their constituents, and serve a four-year term.

This regional local government is an hour west of Brisbane and is the fastest growing local government area in south east Queensland. It has strong agricultural, environmental, heritage and tourism values. It contains important vegetation and forest, areas of high scenic and landscape amenity and significantly, the key water catchments for southeast Queensland.

The Somerset region has an area of 5382 sq km and includes five major townships, Esk, Fernvale, Kilcoy, Lowood and Toogoolawah. The region is home to about 23,000 people and figures released in a report by the Australian Bureau of Statistics in April 2014 show the region had a growth of 3.2% during the 2012/13 year. Somerset's growth rate was well in excess of the Queensland total growth rate of 1.9%.

Somerset's neighbouring local governments are Lockyer Valley, Ipswich City, Brisbane City, Moreton Bay, Sunshine Coast, Gympie, South Burnett and Toowoomba.

Somerset Regional Council's logo represents the region's two major dams, with the larger body of water representing Wivenhoe and the smaller body being Somerset. The overall shape of the icon with the water flowing from Somerset to Wivenhoe creates the shape of a clear "S", which uniquely identifies this water graphic to be that of Somerset Regional Council.

The previous Esk and Kilcoy Shire Councils had adopted floral and faunal emblems. The continued use of these emblems is symbolic, given that none of these emblems are reflected in the logo. On 19 December 2008 Council adopted the following emblems:

Floral: Weeping bottlebrush (*Callistemon viminalis*)

Native frangipani (*Hymenosporum flavum*)

Faunal: Red deer (*Cervus elaphus*)

Deer were first introduced into Queensland in September 1873 when two stags and four hinds were released at Scrub Creek, Cressbrook Station. These deer were from Windsor Great Park and were a gift from Queen Victoria to the Acclimatisation Society of Queensland. Today, the descendants of the original release are well entrenched in the ranges of the Brisbane and Mary Valleys and it is estimated that several exist in the region.

Somerset Regional Council covers the largest land area of all south east Queensland Councils and currently has the smallest rate base. In spite of the challenges, the region continues to develop in an economically, environmentally and socially sustainable manner and will continue to attract new residents because of the community, lifestyle and amenity on offer.

MAYOR'S REPORT

It is with pleasure that I present Somerset Regional Council's Annual Report for the period 1 July 2014 to 30 June 2015.

As we look back over the last financial year, the realisation sinks in that we have again achieved a lot.

Council continued to build its strong relationships with the federal and state governments to secure additional funding to help with the replacement of timber bridges in the region.

In August, 2014 Council started work on its multi-million dollar bridge replacement program. Replacing timber bridges with sustainable structures is essential to support Somerset's economy and employment which depends largely on its agricultural production which in turn depends on reliable bridges.

Council will continue to prioritise the replacement of all timber bridges in the region over the coming years. This year also saw the start of some more exciting major projects in the region that support active and healthy lifestyles.

Council purchased an additional 1.012 hectares of freehold land north of the Lowood Recreational Complex for development. Council's aim is to develop this additional land into another sporting field, provide more lighting and more car parking. Progress was also made on the \$1.6 million Fernvale Sports Complex which will see four netball courts, a cricket and AFL oval, a rectangular rugby/soccer field, car park, change room facilities and amenities block completed in the 2015-16 financial year.

Relationships with tourism operators and visitors was strengthened with the opening of the region's third accredited visitor information centre at Kilcoy. Council was delighted to open the \$2.5 million Kilcoy Information Centre complete with a mini theatre and its strong environmental aspects. Council also employed an additional full-time employee to manage the centre and support tourism in Somerset. A mobile app displaying the region's visitor guide was also launched and Council officers continue to promote the region wherever possible extending our reach to interstate visitors.

Council continued to work on positive promotion of the region to potential developers and completed the final touches on the region's new planning scheme. The Somerset community provided strong support and feedback while the planning scheme was up for public consultation in the second half of the financial year. Council staff integrated this feedback, where possible, into the scheme and Council hopes to have the new scheme adopted in the next financial year. This document will then guide future development and growth for the entire Somerset region.

Council also welcomed former Esk Shire Councillor Bob Whalley to fill a vacant councillor position that arose after the state elections in January.

Council will continue to deliver for the betterment and progress of the region throughout the 2015/16 year.

Cr Graeme Lehmann
Mayor

CHIEF EXECUTIVE OFFICER'S REPORT

The financial year ended 30 June 2015 was another year of progress and achievement for Somerset Regional Council.

Council continued its successful run of grant applications and approvals, resulting in millions of dollars flowing to the community. The Kilcoy Visitor Information Centre was completed, as well as upgrades at the Kilcoy showgrounds and a new pavilion at the Kilcoy race track, and work has substantially finished on the Condensery Gallery at Toogoolawah.

Council sought public input into its new planning scheme which will guide development in the Somerset Regional Council area for the next decade. While development has slowed due to worldwide economic affects, substantial new dwellings were completed.

This, combined with record capital expenditure on Council self funded roadworks and capital construction, ensured continued economic activity in the Somerset Regional Council area and provided strong employment and business for local suppliers. Council also completed all flood damage infrastructure from the January 2013 event.

A particularly pleasing result was the high percentage of Betterment Funding that was achieved and applied to the restoration of assets, resulting in increased resilience. Council's healthy financial position enabled Somerset Regional Council to apply its own funds which then attracted State and Federal Betterment funding.

Further significant grant funding for bridge construction and the Fernvale sports ground was achieved.

My thanks goes to all Council staff who have contributed to a fruitful and positive year and I look forward to ongoing efforts from all staff in the new financial year.

Robert Bain
Chief Executive Officer

ELECTED MEMBERS

Somerset Regional Council has seven elected representatives who are responsible for formulating Council policies, corporate plan and operational plan, and making decisions to achieve the Council's goals.

The Somerset region is undivided for electoral purposes. Each Councillor represents the overall public interest of the entire region. The Mayor and Councillors are elected by all voters within Somerset. Elections are held every four years with the next to be held on 19 March 2016.

MAYOR



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** Cr Whalley was appointed as Councillor on 25 March 2015 by Council to fill a vacancy that arose following the 2015 state government elections.*

FINANCE HIGHLIGHTS

- Council received a favourable report during the year in relation to the audit of the State's natural disaster relief and recovery arrangements (NDRRA) grant processes. Council has expended and received more than \$130 million in NDRRA grants over the past four years as part of a highly regulated process.
- Council successfully applied for funding totalling \$3.6 million towards the replacement of seven timber bridges under competitive programs. Somerset's grants under the Australian Government's Bridges Renewal Programme represented more than 31% of the total funding provided to local governments in Queensland under this program.
- Council attracted around \$27 million in government grants and \$6 million in contract works income into Somerset during the year, mainly in relation to natural disaster relief and recovery matters.
- New asset data capture systems were implemented to more effectively manage Council's \$300 million transport network.
- The Queensland Audit Office reported the best possible financial sustainability risk assessment for Somerset Regional Council during the year in its report to Parliament and issued a favourable audit certificate in respect of Council's financial statements.
- Council authorised 77 sale of land for overdue rate actions and successfully finalised actions in respect of all relevant properties without the need to hold any public auctions.
- Prudent investment practices returned interest revenue on cash investments to the community during the year. Despite declining interest rates, interest earnings represented more than 12% of total net rate revenue. Council had no interest bearing debt during the year.
- Payments made by Council to suppliers of goods and services based within the Somerset Regional Council area during FY2015 represented more than 78% of Council's total net general rate revenue for the year. Council's wages, salaries and other labour costs were in addition to these local supplier payments.
- Council introduced six new differential general rating categories during FY2015 in order to help equitably fund extensive new capital and operating expenditure while meeting appropriate financial sustainability criteria.
- More than 43% of Council's FY2015 general rate revenue was derived from property owners based outside of the Somerset Regional Council area.
- Council's corporate plan and operational plan objectives for the year for the finance department were met in full.
- Council takes its financial disclosure obligations seriously and readers should refer to Council's audited financial statements and current year sustainability statement for further information.

CORPORATE AND COMMUNITY SERVICES

SOMERSET LIBRARIES

This report has been prepared by the regional librarian and details the activities of Somerset Libraries for the 2014/15 financial year.

Somerset Libraries Mission

“to provide access to library services which assist in meeting the recreational, information and cultural needs of residents of the region”.

Introduction

As places to connect, explore and learn, Somerset Libraries provide programs, collections and spaces that connect people to resources and each other.

Somerset Council's four library branches, Esk, Kilcoy, Lowood and Toogoolawah, recorded more than 146,000 visits in the 14/15 financial year. Services include access to a large collection of materials for reading and leisure and a variety of free programs provide education, information and enrichment to residents.

Customers have access to an online library catalogue, Wi-Fi and library catalogue app and a support network of library professionals to ensure an outstanding level of service, events and activities, and a wide range of quality resources.

This year Somerset Libraries introduced additional services and programs in an attempt to provide further events and activities which focus on community, links with technology for users, collections which are dynamic and reflect community changes and improved access to local history.

Strategic and operational planning within Somerset Libraries ensures all actions are in accordance with the following council initiatives and policies:

- Somerset Regional Council Corporate Plan.
- Service Level agreement for the Public Library Service provision between Library Board of Queensland and Somerset Regional Council.

One goal of Somerset Libraries is to develop library outreach programs for non-users, the underserved, and residents with special needs. An example of such a program was *Tech Savvy Seniors* which looked at providing an innovative and creative program that focused on the literacy and technology needs of seniors throughout the Somerset Region. The program offered access to technology that brought people together to participate in a positive social and learning activity.

Somerset Library staff attended outreach events throughout 2014/2015 with an attendance of 41% (Table 2.5). Events included storytelling at community markets during Book Week, weekly class visits to Minden State school to demonstrate online library resources and processes, and book donations to the Lowood Community Hub.

Somerset Libraries were successful recipients of a grant from the State Library of Queensland in 2015 to start digitising its local history collection. Whilst a major outcome of the project is to provide the community with access to a digital history collection and a digital pictorial catalogue known as *Picture Somerset*, a major achievement will be to connect our community with its heritage assets in a digital environment and to set strategic direction in our endeavours to generate community awareness and dynamic participation. Project outcomes are multifaceted and include;

- Preservation of remaining items in our collection that are at- risk from physical deterioration or technological or digital obsolescence.
- Able to offer community access to community created and historical content for the first time.
- Development of ideas for new programs, resources and exhibitions which exploit our digital content.
- Increased donations of historical significance from our community
- By making high resolution images available online time saved is diverted to digitisation projects and community engagement programs
- Library staff are up skilled in best practice digitisation procedures and processes
- Digital collections are discoverable beyond LMS e.g., via Picture Queensland, Trove
- Project outcomes and learning's shared with professional networks

Loan figures have declined slightly with a decrease from 80,902 to 72,609 (Table 1.6) although it is important to note that family & early literacy initiatives, membership and onsite information enquiries have continued to improve. Information enquiries answered by staff increased by 5.63% (Table 1.5). Customers come to Somerset Libraries when they cannot independently find information or when the information they need is unique to library collections.

Whilst loan figures have declined slightly, Wi-Fi access and 'non-traditional' library programs has seen usage of Council's free Wi-Fi service increase tenfold throughout the year, to a total of 3531 individual users for the financial year of 2014-15. (Table 2.2)

Somerset's population are increasingly aware of the diverse activities that libraries have to offer. Somerset Libraries offer more than books; they are a community centre, a place to access the internet, foster life-long learning and access free events and activities. They are a place to connect and create. During Children's Book Week held during August every year, families at Kilcoy and Lowood libraries took part in a Pizza & PJ evening to celebrate children's literature with stories and songs. Programs such as these have seen increased attendance at early and family literacy initiatives increase by 8% (Table 2.4).

Somerset Libraries regularly provide services which meet the recreational, information and cultural needs of the regions residents, and demonstrate the relevance of library services and networks to Somerset residents. By linking people, technology and knowledge we continue to offer a wide range of community activities and access to technology which brings people together to participate in positive social and learning outcomes.

Kilcoy Library featured an interactive exhibition profiling the memory of Queensland's 2011 floods and cyclone. On loan from the State Library of Queensland, one of the exciting features of the exhibition is the interactive flood mapping, which has allowed users to access the levels of flooding across suburbs of Brisbane, and towns devastated by Cyclone Yasi, such as Cardwell, Tully and Ingham, using a smart phone device.

Somerset Library staff attended a variety of self development and training opportunities during the year. Training included mental health awareness, esmart, attendance at the State Library of Queensland's Rural and Regional library week and Best Start training where staff were briefed on the Best Start initiative - funding which is being distributed through a four year service level agreement with Somerset Regional Council receiving a total of \$89 494 over four years.

Best Start is a universal family literacy program aimed at supporting stronger language and literacy environments for young children from 0–5 years and their families.

Best Start will directly support parents and primary caregivers in the region to be confident as the child's first and most important teacher, and will provide parents with increased access to resources they need through Somerset libraries.

Somerset Libraries aim to;

- Run several targeted early literacy training sessions for professionals working with parents of 0-2 year olds promoting and imparting best practice early literacy programs and strategies for parents to use at home.
- Support collaboration between libraries and new parents groups with a key focus on strategies and resources for these new parents to use at home with their babies.
- Promote and enhance existing literacy services by providing information, resources, and training which work to empower parents to actively create pre-literacy experiences for their babies and toddlers in order to improve brain development and early literacy skill acquisition for these young children in the Somerset Region.
- Provide exciting and innovative library services for children
- Promote and market children's library services

While patrons still value access to printed books, Somerset Libraries' shift to offering a variety of digital, educational and social tools appears to be permanent. e-loans have soared increasing 159% from 1238 to 3206 in 2014-15. (Table 1.6)

Somerset Libraries most recent database subscription, thecomputerschool.net, now offers residents access to over 10,000 tutorials on topics ranging from Android and Apple devices, Microsoft, Google, social media, Internet safety and much more.

Somerset Libraries has also expanded its digital collection with the addition of eBook supplier *Overdrive*. Residents are able to download titles directly from the website or download the app straight to their device providing residents with a 24/7 library service.

Somerset Libraries fosters community cohesion and involvement through its ongoing engagement and coordination of the Somerset and Lockyer Valley Readers Cup.

The Cup challenges children to read widely, work as a team and continue to develop a love of reading. Over 200 school students from across the Somerset and Lockyer regions met at Lowood on Friday, 19 June for the annual Readers Cup challenge.

Over 20 schools from across the two regions battled it out with Faith Lutheran College taking out first place, in the years seven and eight category and Linville State School placing first in the years five and six category.

Summary of Statistics - July 2014 to June 2015

Appendix A

Table 1.1

| Visitors | 2015/2014 | 2014/2013 | 2013/2012 |
|----------------------------|-----------|-----------|-----------|
| Esk Library | 36453 | 36147 | 36637 |
| Kilcoy Library | 54099 | 78250 | 48410 |
| Lowood Library | 48890 | 50880 | 49274 |
| Toogoolawah Library | 6665 | 5903 | 5352 |
| Total | 146107 | 171180 | 139673 |

Visitor figures decreased by 25,073 (14.65%)

Table 1.2

| Opening Hours | 2015/2014 | 2014/2013 | 2013/2012 |
|----------------------------|------------------|------------------|------------------|
| Esk Library | 40 | 40 | 40 |
| Kilcoy Library | 40 | 40 | 40 |
| Lowood Library | 40 | 40 | 40 |
| Toogoolawah Library | 22.30 | 22.30 | 22.30 |
| Total | 142.30 | 142.30 | 142.3 |

Table 1.3

| Total Members | 2015/2014 | 2014/2013 | 2013/2012 |
|----------------------------|------------------|------------------|------------------|
| Esk Library | 2384 | 2191 | 2253 |
| Kilcoy Library | 3745 | 3470 | 3224 |
| Lowood Library | 6058 | 5693 | 5181 |
| Toogoolawah Library | 1173 | 1090 | 1031 |
| Total | 13360 | 12444 | 11689 |

Membership increased by 916 (7.36%)

Table 1.4

| New Members | 2015/2014 | 2014/2013 | 2013/2012 |
|----------------------------|------------------|------------------|------------------|
| Esk Library | 229 | 174 | 256 |
| Kilcoy Library | 314 | 299 | 272 |
| Lowood Library | 457 | 555 | 622 |
| Toogoolawah Library | 94 | 81 | 64 |
| Total | 1094 | 1109 | 1214 |

New members decreased by 15 (1.35%)

Table 1.5

| Onsite information inquiries | 2015/2014 | 2014/2013 | 2013/2012 |
|-------------------------------------|------------------|------------------|------------------|
| Esk Library | 12107 | 10295 | 7388 |
| Kilcoy Library | 10981 | 10227 | 8735 |
| Lowood Library | 3312 | 4010 | 4968 |
| Toogoolawah Library | 2796 | 3108 | 2572 |
| Total | 29196 | 27640 | 23663 |

Inquiries answered increased by 1,556 (5.63%)

Table 1.6

| Loans | 2015/2014 | 2014/2013 | 2013/2012 |
|----------------------------|------------------|------------------|------------------|
| Esk Library | 17905 | 20069 | 17513 |
| Kilcoy Library | 21175 | 25512 | 28913 |
| Lowood Library | 22163 | 24306 | 28185 |
| Toogoolawah Library | 8160 | 9777 | 10078 |
| E-Loans | 3206 | 1238 | |
| Total | 72609 | 80902 | 84689 |

Loans decreased by 8,293 (10.25%)

Table 1.7

| Reservations | 2015/2014 | 2014/2013 | 2013/2012 |
|----------------------------|------------------|------------------|------------------|
| Esk Library | 4697 | 4599 | 4565 |
| Kilcoy Library | 5164 | 4114 | 4899 |
| Lowood Library | 1527 | 1122 | 1126 |
| Toogoolawah Library | 1349 | 2043 | 2078 |
| Total | 12737 | 11878 | 12668 |

Reservations increased by 859 (7.23%)

Table 1.8

| Interlibrary Loans | 2015/2014 | 2014/2013 | 2013/2012 |
|----------------------------|------------------|------------------|------------------|
| Esk Library | 311 | 267 | 320 |
| Kilcoy Library | 546 | 361 | 297 |
| Lowood Library | 422 | 401 | 534 |
| Toogoolawah Library | 293 | 175 | 262 |
| Total | 1572 | 1204 | 1413 |

Interlibrary loans increased by 368 (30.56%)

Table 1.9

| Stock | 2015/2014 | 2014/2013 | 2013/2012 |
|----------------------------|------------------|------------------|------------------|
| Esk Library | 8201 | 6892 | 6003 |
| Kilcoy Library | 9616 | 9985 | 10998 |
| Lowood Library | 11303 | 11884 | 11093 |
| Toogoolawah Library | 5595 | 5605 | 5294 |
| Total | 34715 | 34366 | 33388 |

Stock increased by 349 (1.02%)

Table 2.0

| Public internet terminals | 2015/2014 | 2014/2013 | 2013/2012 |
|----------------------------------|------------------|------------------|------------------|
| Esk Library | 4 | 4 | 4 |
| Kilcoy Library | 6 | 6 | 5 |
| Lowood Library | 5 | 5 | 5 |
| Toogoolawah Library | 1 | 1 | 1 |

Table 2.1

| Computer usage | 2015/2014 | 2014/2013 | 2013/2012 |
|----------------------------|------------------|------------------|------------------|
| Esk Library | 3371 | 2729 | 1687 |
| Kilcoy Library | 4780 | 3976 | 2121 |
| Lowood Library | 5390 | 4400 | 4599 |
| Toogoolawah Library | 995 | 694 | 746 |
| Total | 14536 | 11799 | 9153 |
| | | | |
| Broadband classes | 2015/2014 | 2014/2013 | 2013/2012 |
| Esk Library | 56 | 201 | 1334 |
| Kilcoy Library | 22 | 57 | 458 |
| Lowood Library | 110 | 122 | 737 |
| Toogoolawah Library | N/A | N/A | N/A |
| Total | 188 | 380 | 2529 |

Computer use increased by 2,737 (23.2%)

Please note: the 2013/12 figure includes classes and computer usage. Classes decreased by 192 (50.53%)

Table 2.2

| Individual Wi-Fi users | 2015/2014 | 2014/2013 | 2013/2012 |
|-------------------------------|------------------|------------------|------------------|
| Esk Library | 704 | N/A | N/A |
| Kilcoy Library | 1031 | | |
| Lowood Library | 1506 | | |
| Toogoolawah Library | 290 | | |
| Total | 3531 | | |

Table 2.3

| E Devices (loans) | 2015/2014 | 2014/2013 | 2013/2012 |
|---------------------------|------------------|------------------|------------------|
| Somerset Libraries | 295 | 706 | 48 |
| Total | 295 | 706 | 48 |

Decreased by 411 (58.22%)

Table 2.4

| Family and Early Literacy | 2015/2014 | 2014/2013 | 2013/2012 |
|----------------------------------|------------------|------------------|------------------|
| Esk Library | 1022 | 862 | 539 |
| Kilcoy Library | 1411 | 1127 | 979 |
| Lowood Library | 907 | 989 | 1196 |
| Toogoolawah Library | 576 | 648 | 542 |
| Total | 3916 | 3626 | 3256 |

Storytime and
Chatterbooks

Increased
attendance by
290 (8%)

Table 2.5

| Outreach | 2015/2014 | 2014/2013 | 2013/2012 |
|-----------------|------------------|------------------|------------------|
| | 1879 | 2184 | 1377 |

Outreach
decreased by
305 (13.97%)

REGIONAL ARTS DEVELOPMENT FUND (RADF)

Since 1991, RADF has supported many local Somerset artists in furthering their practice and realising their projects through the provision of grants.

RADF has provided a variety of opportunities for creative development and innovation across the Somerset region and individual creative practitioners and community groups have utilised RADF throughout 2014-15 to enhance the artistic vitality of their professional practice, their community group and the broader Somerset community.

This year Arts Queensland contributed \$9,000 and council contributed \$6,000. Unexpended funds of \$13,575.91 from 2013-14 was brought forward from the previous year, giving a total of \$28,575.91 in grant money.

During the year there were a total of 13 funding applications received, with 12 projects approved.

Applications were made under the categories of Building Community Cultural Capacity, Cultural Tourism and Developing Regional Skills. A wide variety of art forms were represented with dance, visual arts, craft and music featured. Projects included indigenous workshops, youth art projects, quilting, Anzac Day memorial paintings, water colour workshops and support of regional art awards.

From 2015-16 RADF will operate differently in the Somerset Region. Still remaining a partnership between the Queensland Government and Somerset Regional Council, a locally tailored version of RADF will be trialled.

SPORT AND RECREATION

Active and Healthy Somerset

The 2014-2015 financial year has seen Somerset Regional Council coordinating a range of events, activities and projects aimed at getting Somerset residents more physically active.

Operate indoor sports facilities

The Fernvale Indoor Sports Centre, the Kilcoy Sports Centre and Gym and the Toogoolawah Community Gym are operated by Belgravia Leisure. The Fernvale Indoor Sports Centre and Toogoolawah Community Gym have seen solid growth in attendances throughout the 2014-2015 financial year and the Kilcoy Sports Centre and Gym has seen comparatively consistent attendances to the 2013-2014 figures. The facilities have continued to provide numerous fitness classes and sporting activities for the community.

Belgravia Leisure continues to use Facebook, community advertising and other advertising methods to promote the use of all three sporting and gym facilities they manage. Information about the facilities is updated on Council's webpage as new information is made available and information about the facilities is included in the Get Active and Healthy Somerset directory.

Swimming pools maintained in operating condition

Toogoolawah Swimming Pool and Kilcoy Aquatic Centre are also managed by Belgravia Leisure. Lowood Swimming Pool and Esk Swimming Pool, the latter of which is located inside the Esk State School grounds, are both managed by Somerset Sport and Aquatics.

The centre attendances at Kilcoy Aquatic Centre have increased significantly during the 2014-2015 financial year and the attendances at Toogoolawah Swimming Pool have remained consistent to the figures seen in the previous financial year. The centre attendances at both Esk Swimming Pool and Lowood Swimming Pool have remained comparatively consistent to figures seen during the 2013-2014 financial year.

A notifiable incident occurred at Esk Swimming Pool on 19 January, 2015 and the pool was temporarily closed. The pool was reopened after relevant assessments were carried out; to date, no recommendations for further action have been made by Workplace Health and Safety Queensland.

Pool managers have used a variety of advertising methods to promote usage and information about the pools including facebook, local advertising and other promotional methods. Information about the pools has been updated on Council's Active and Healthy webpage and is included in the Get Active and Healthy Somerset directory.

Increased awareness of sport, recreation and healthy lifestyle issues relevant in the region

A wide range of Active and Healthy articles were published in the Somerset Regional Council quarterly newsletter in addition to regular press releases. Active and Healthy events and activities were also published on Council's website and promotional material was distributed to relevant stakeholders for particular events and activities.

The *Get Active & Healthy Somerset 2015* directory was published for the third year running and is available to the community via Council's website. In addition to previous years, 1000 copies of the directory were printed and are available to the community at Somerset Libraries. The directory features health and wellbeing information as well as a comprehensive listing of the extensive range of sport, recreation and fitness activities available across the Somerset region.

Sport and recreation promotion has continued throughout the region with stalls at community events and information sessions which provide information about Council's programs, events and activities, as well as general health information sourced from such organisations as the Queensland Government and Beyond Blue.

In collaboration with other officers, health and wellbeing has also been promoted via the LIFE program within Council; this Workplace Wellness program sets a positive example for other businesses in the region to follow. The LIFE program offers Council staff the opportunity to participate in social, physically active and preventative health activities and information sessions. This year staff also had the opportunity to participate in health and skin checks.

Assessment of the needs of the community for the delivery of sport and recreation

The sport and recreation officer attended many meetings with sporting clubs and community groups throughout the 2014-2015 financial year. Attendance at these meetings enabled the sport and recreation officer to build valuable relationships with stakeholders working at a grassroots level, to develop open lines of communication and to consult directly with community leaders.

Community participation in physical activity

Somerset Rail Trail Fun Run 2014

The 12th annual Somerset Rail Trail Fun Run was held on Sunday, 13 July 2014 between Fernvale and Lowood. There were 912 registered participants in attendance at the event. This number is slightly lower than the figure recorded in 2013, however still demonstrates strong support from the community and tourists. The family-friendly festival held at the finish line was well attended and had a variety of post-race activities including face painting, rock climbing, music, jumping castle and various stalls for people to enjoy. Council again donated \$2 from every race entry to event beneficiary, Diabetes Queensland.

Glen Yarham was the overall winner with a time of 26 minutes and 14 seconds. Tamara Carvolth again claimed the women's title with a time of 29 minutes and 41 seconds.

Somerset Regional Council would like to acknowledge and thank the many event sponsors, particularly Honeywood Fernvale, together with the volunteers whose contribution led to yet another successful Rail Trail Fun Run.

Active and Healthy School Holiday Program

The Active and Healthy School Holiday Program was held over three days in September and was held in three different locations: Esk, Fernvale and Kilcoy. As in previous years, bus transport was provided to allow for children to travel across the region. The program again proved a success with over 200 children attending.

Children aged 5-12 enjoyed each of the programmed days which included a variety of sports and activities. This year the sessions included lawn bowls; tennis; skateboarding and scooters; pedal go karts; martial arts and tai chi; library activities; dodgeball; netball; jumping castle; indoor cricket; fitness games; basketball; AFL; futsal; gymnastics and swimming. The focus of the program is on fun, participation and skill development.

Active Ageing Program

The Active Ageing Program aims to promote physical activity and healthy lifestyles to those aged 50 years of age or older in the Somerset region. The Active Ageing Program underwent several changes during the 2014-2015 financial year to enable seven programs to be held as opposed to two programs per financial year as had taken place in previous years. As with previous programs, the sessions included both educational and physical activity components; an addition to the programs was a focus on falls prevention.

Two of the programs were undertaken with UQ Health Care during 2014 and were provided to participants aged 50 and over free of charge. These sessions were held in Fernvale and Lowood. Over 20 residents attended each of the programs.

The remaining five programs were undertaken by UQ Health Care in 2015 and were funded by West Moreton Oxley Medicare Local and supported by Somerset Regional Council. Two programs were held in Lowood; Esk, Fernvale and Toogoolawah each received one round of the program. Kilcoy did not receive the program as the town is outside of the boundaries of West Moreton Oxley Medicare Local. Due to the funding requirements, these five programs were offered free of charge to residents aged 65 and over and was initially offered to those aged 50 and over at a fee of \$5. This fee was waived in cases of financial hardship.

The five programs held in 2015 were able to take 12 residents per session and the majority of the programs were fully booked. Residents involved in all seven of the programs have expressed their support of the programs and have indicated their interest in the programs continuing in the future. The sport and recreation officer will continue to investigate the options for continuing the program in each of the five major towns in Somerset at least once every financial year.

Volunteer and Club Sign on Days

The sport and recreation officer organised this new event during the 2014-2015 financial year in the hope of further supporting local clubs and community groups. The aim of the Volunteer and Club Sign On Days was to enable clubs and community groups to provide information about their club to the community and also to recruit new members and volunteers. Each organisation involved could hold a stall to provide information and also provide activities for the community where appropriate; a free jumping castle and music was also provided for entertainment. Three of these events were delivered in early 2015 which included Lowood on 7 February, Esk on 14 February and Kilcoy on 28 February. These locations were chosen due to the expressions of interest received from the community; this interest has also secured an event in Lowood on 28 August 2015.

These events were well attended by clubs and community organisations with over 15 stallholders attending the Lowood and Esk events and around 10 stallholders attending the Kilcoy event (several organisations were unable to attend due to the rescheduling of the event, which was caused by a wet weather event on 21 February). The number of

community attendees at each of the events was average however the clubs and community groups in attendance indicated that they had all gained new members and volunteers as a result of the event. Those in attendance also expressed their interest in seeing the events continue.

Get Out Get Active Program

The Get Out Get Active program was undertaken by the sport and recreation officer after receiving a grant of \$2000 from the Department of National Parks, Sport and Racing. This funding was received so that a program could be offered to women and girls in the Somerset Region.

The program took place in March, April and May in 2015 and offered women and girls the opportunity to 'come and try' a variety of sports and recreation activities including aqua aerobics, boot camp, yoga, fitness classes, pilates, Zumba® and walking groups. Over 100 women and girls attended the sessions and as a result of the program Council has now signed up as a Host Organisation for Heart Foundation Walking Groups.

Joint Projects

- **Australia Day Events**
The sport and recreation department assisted with the preparations of these events.
- **Youth Week**
The sport and recreation officer worked with the youth development officer in the planning of these events. The sport and recreation officer coordinated the Somerset Skate Championship events which took place in Esk, Fernvale, Kilcoy, Lowood and Toogoolawah. The sport and recreation officer also supported the Kilcoy Art Society event and the Somerset Youth Festival event.
- **Somerset Active and Healthy Peer Mentors Program**
The sport and recreation officer worked with the youth development officer and the regional librarian in the planning of this program and attended all three camps. The program saw around 40 students from the three Somerset high schools participate in the program, which was centred around: making active and healthy lifestyle choices; youth leadership and active citizenship activities; and training and assistance to help students run active and healthy activities in their own schools or communities.

The sport and recreation officer assisted several of the student projects that took place as a result of this program including the Fantastic Family Fun Fest, the Run for Reconciliation and the Indigenous Games sessions.

- **Earth Hour**
The sport and recreation officer assisted the Environmental Health Officer where necessary in planning this event.
- **Somerset Skate Clinics**
The sport and recreation officer worked with the youth development officer in planning and coordinating these events. The Somerset Skate Clinics took place in Esk, Fernvale, Kilcoy, Lowood and Toogoolawah during the 2014-2015 financial year. The clinics were well attended in many of the towns and positive feedback was given for both the clinics

and the coaches from Australian Skateboarding Community Initiative. Several local businesses also supported the clinics through sponsorship.

- **Active and Healthy Activities with Somerset Libraries**
The sport and recreation officer, regional librarian and other library staff and trainees conducted the Active and Healthy Activities at Somerset Libraries in January 2015. These days involved use of the Active and Healthy Resource Centre to demonstrate the value of this resource and to get the community involved in active and healthy games and activities. The sessions were held in Esk, Kilcoy, Lowood and Toogoolawah. Although they were poorly attended they were well received by participants.
- **Somerset Youth Leadership Forum**
The sport and recreation officer helped to coordinate the Somerset Youth Leadership Forum on 22 May, 2015 and also assisted with the forum held in August 2014. Both forums involved guest speakers and presenter Nicole Gibson who worked with participants to identify issues of importance to youth in Somerset and to work on their personal leadership qualities. Participants indicated they were satisfied with the forums and will continue working with Ms Gibson in their schools.
- **Somerset Seniors Week Celebrations**
The sport and recreation officer assisted with preparations and attended the Somerset Regional Council stall, which included active and healthy information, at the Regional Seniors Week Celebration event in August 2014. The sport and recreation officer also presented at Seniors Week Lead in Project events in July 2014.
- **Supporting Somerset Volunteers**
The sport and recreation officer has worked with a group of Council staff and outside organisations to support volunteers in Somerset. This has included helping to coordinate multiple workshops for Somerset clubs and community groups including those funded by the Department of National Parks, Sport and Racing. These covered topics such as Club Committees, Grant Writing, Rewriting Your Constitution and Sponsorship and Marketing. The sport and recreation officer has also contributed the Volunteer and Club Sign On Days as a part of this effort to support volunteers and also assisted in the organisation of the International Volunteer Day celebration in December 2014.

Develop appropriate management strategies

The sport and recreation officer identified several impediments to local access to recreation facilities including access to facilities, grievances with staff or facilities, affordability, lack of knowledge about health and wellbeing and a lack of awareness about local opportunities for sport and recreation. The sport and recreation officer undertook research and further action as required in response to particular impediments and liaised with the relevant stakeholders. Council's range of sport and recreation events and initiatives are strategically aimed at reducing or eliminating as many of these barriers as possible.

The sport and recreation officer met and liaised with facility managers and other stakeholders regarding the use of facilities within the Somerset region as required.

More community participation in physical activity

The recommendations of Council's Parkland Strategies and Recreation Framework are being progressively implemented as resources become available. Consistent efforts are being made to encourage residents to make use of the many recreation opportunities available in the Somerset region.

Recommendation 3.6.1 – ensure that Council has an effective process for communicating with club and community members on matters relating to sport and recreation – the sport and recreation officer consistently addressed this recommendation during the 2014-2015 financial year. This involved communication with clubs and the community on matters relating to sport and recreation through inclusions in local newspapers, Council's website, email notices, facebook updates, Council newsletters, school newsletters and noticeboards.

Recommendation 3.1.1 – plan for the provision of adequate sport and recreation land in response to population growth – the sport and recreation officer, with the support of other Council officers, successfully applied for funding from the Department of National Parks, Sport and Racing under the Get Playing Plus program. This involves a 50% contribution of funds, to a value of \$800,000, for Fernvale Sports Park, which includes the development of an AFL/cricket oval, rugby/soccer field, four netball courts, toilets/change rooms, car park and bus loop at the intersection of Brouff Road and the Brisbane Valley Highway.

Multiple use of recreation reserves

The sport and recreation officer has worked with the Lowood Recreation Complex Association, who manage the Lowood Recreation Complex on Council's behalf, to help them manage their facility in a way that maximises its use by multiple clubs and groups. The sport and recreation officer has also offered support to other recreation reserve coordination committees across the region.

More information is made available to clubs to enable them to operate more effectively

The sport and recreation officer offered assistance and information to clubs during the 2014-2015 financial year to help enable them to operate more effectively. The Supporting Somerset Volunteers events, as outlined above, are designed to acknowledge and build Somerset sporting clubs and volunteer organisations. These events were successful and well attended by clubs.

The sport and recreation officer also assisted clubs by:

- promoting the *Get Active and Healthy Somerset 2015* directory to clubs through emails, flyers and at community events;
- sending regular monthly emails to ensure clubs are aware of relevant grants, workshops and promotional opportunities;
- updating and promoting the *Active and Healthy Somerset Club Toolkit Resource* on Council's website;
- supporting clubs by including them in Council programs and social events;
- supporting the launch of sport and recreation funding by informing clubs;
- assisting with grant applications and promoting the *Get Started* program to clubs;
- meeting with clubs to assist with their constitutions, policies and other club matters; and
- meeting with the Sport and Recreation Services advisor from the Department of National Parks, Sport and Racing to ensure support continues into the future.

Grants approved

The sport and recreation officer was successful in acquiring grants for Council (including funding for club workshops, the Get Out Get Active program and the Get Playing Plus program) and in guiding clubs through the funding application process. Several clubs were successful in their grant applications, including applicants for the Somerset Excellence Bursaries, Community Assistance Grants and other grants.

Sports equipment library developed

Active and Healthy Somerset Resource Centre

The Active and Healthy Somerset Resource Centre has been integrated with Council's library service since 2009. During the 2014-2015 financial year the sport and recreation officer reviewed the items in the Resource Centre and purchased new equipment both to replace lost equipment and to provide more modern equipment. Somerset Libraries and the sport and recreation officer worked together to update the catalogue of what equipment is available.

During this financial year the sport and recreation officer and library staff distributed the promotional flyer/poster that was developed in an effort to increase borrowing rates; the Resource Centre was also promoted through its use in the Active and Healthy Library Activities, Active and Healthy School Holiday Program, Earth Hour, Somerset Youth Leadership Forum, Somerset Active and Healthy Peer Mentors Program and through talks at schools.

The 2014-2015 financial year saw an increase in the number of items borrowed from the Resource Centre with the figure rising to over 300. This indicates that the promotion of the Resource Centre and the additional equipment purchased was a success.

Advice is provided on an as needs basis

As outlined earlier in this report, the recommendations of Council's Parkland Strategies and Recreation Framework are being implemented progressively as resources become available. The sport and recreation officer has worked with relevant Council officers and other stakeholders in progressing the Fernvale Sports Park project and will continue to assist in the development of this project.

The sport and recreation officer also consistently made efforts during the 2014-2015 financial year to encourage the community to make use of recreation facilities through advertisements, publications and events.

Implementation plans for sites along Mid Brisbane River for managed recreational use

Due to a lack of funding, this project was not completed during the 2014-2015 financial year. The sport and recreation officer will work with other departments to progress this project as required and upon receipt of Federal Government Funding.

Participation in local and regional forums

The sport and recreation officer consistently engaged in local and regional forums during the 2014-2015 financial year. The sport and recreation officer attended various meetings and workshops throughout the financial year to acquire up to date knowledge in the sector.

Input provided at meetings as required

As demonstrated earlier in this report, the sport and recreation officer attended various meetings during the 2014-2015 financial year. These were with business, community and government organisations and involved opportunities to discuss key issues and to receive updates about various local, regional and state topics. Where relevant, information sourced from these meetings was provided to interagency groups and forums. This included information received at the Brisbane Valley Interagency meetings; meetings with local clubs; meetings with the Sport and Recreation Services advisor from the Department of National Parks, Sport and Racing; and discussions with various other stakeholders.

TOURISM AND PROMOTIONS

Council employs a team of four full-time officers and one student based trainee to attend to a diverse range of daily administration and promotional projects. More than 50 volunteers assist the team at the three visitor information centres providing local knowledge to visitors and encouraging them to stay longer and explore the region.

Practical support has been provided to assist tourism operators by developing a marketing package incorporating promotion through the regional visitor guide, information centres, on-line business directory, events calendar, social media and online presence.

Council continues membership with Brisbane Marketing, Queensland Information Centre Association, Brisbane Valley Heritage Trails, and with Visitor Information Centre accreditation through Tourism Events Queensland. The team takes an active role networking with Brisbane Marketing and counterparts in neighbouring regions to keep informed on upcoming opportunities and threats that may benefit or hinder the tourism industry.

Council has signed a formal memorandum of understanding with Brisbane Marketing that has lead to an improved working relationship and direct funding benefits to boost the region's marketing.

An additional memorandum of understanding has given Council direct access to update content to the national on-line bank of tourism asset information, the Australian Tourism Data Warehouse (ATDW). The ATDW enables direct distribution of local information to dozens of partner websites and channels to promote local, interstate and international inbound tourism. Council is now able to directly control the quality and accuracy of information about Somerset's free of charge attractions and facilities

Officers attend the Tourism Advisory Committee meetings which informs Council on matters of importance to the local tourism industry. The committee comprises representatives from Council, the Somerset Business Alliance, Kilcoy Chamber of Commerce and Community, Somerset Regional Tourism Association, Brisbane Marketing, Seqwater, Council's corporate services manager and Council's tourism and promotions officer.

HERITAGE

As heritage is a strong tourism driver, Council maintains an archive of heritage information and images in electronic format and physical storage. Elements are available to the public through the Council website and printed excerpts at the visitor information centres.

The visitor guide features four pages devoted to history and the Heritage Trail and a virtual historic drive route that highlights the churches, memorials and cemeteries of the region. The guide increases distribution of this information with the electronic and on-line versions.

Council continues to support the efforts of the Brisbane Valley Heritage Trails group with the tourism promotions officer attending group meetings where possible and networking with group members.

PROMOTIONS AND ADVERTISING

Emphasis has been placed on advertising directly to the caravan and camping market with Brisbane being the primary target.

Council launched the new tourism brand, 'Somerset, Real Country Real Adventure, really close to Brisbane' in September 2014 as a result of the development of the destination management plan. The regional visitor guide was designed and published inline with this plan and was unveiled on Friday, 5 September 2014. The visitor guide was well received with a distribution averaging 2500 copies per month since its launch. Guides were distributed through Queensland visitor information centres, trade shows, local events, direct mailings and local tourism enterprises.

Advertising in 2014/15 utilised the Brisbane Visitor Guide, the give me Brisbane any day campaign, Wot's On in Queensland, Go camping Australia, and a number of local newspapers. Ipswich and local radio stations were engaged to increase specific event patronage for Australia Day and the Somerset Rail Trail Fun Run.

Council promoted the region directly at the Queensland Caravan, Camping and Touring Show in June 2015. The Caravan and Camping Show saw officers fielding thousands of public questions and distributing 3600 brochure packs. Local tourism operators attended the promotion on Council invitation to use the sponsored opportunity to promote their individual businesses directly to an audience of 55,000 patrons.

Council assists growth of local product by developing networks and providing an effective and efficient low cost marketing tool for regional operators. Initiatives include close working relationships with Brisbane Marketing, the regional visitor guide, focus on target markets, focus on visitor interests, development of marketing channels, developing web content, building databases, rationalising print promotion and integration of all aspects into a cohesive marketing package.

Increased use of the internet and electronic media for marketing and promotion has been implemented to take advantage of the internet's popularity, distribution and cost benefits. A website has been developed for information about the Somerset region, which is linked to the Council website. This website showcases an on-line version of the visitor guide along with valuable information for tourists visiting the region. The Somerset visitor guide can also be downloaded as an app to smart phones and tablet devices via the iTunes and Google play stores. A social media presence has been developed by the tourism team with the use of the Somerset Tourism Facebook page and Instagram account. Over the past ten months social media has reached 954 likes on Facebook and 166 followers on Instagram.

Council has successfully obtained accreditation for Kilcoy and Lowood as RV Friendly towns through the Campervan and Motorhome Club of Australia's destination promotion program. Accreditation sees both towns benefiting from direct marketing by the CMCA to 60,000 of its members.

TOURISM ATTRACTIONS REGISTER

Council maintains a public on-line listing of tourism attractions through the business and community directory. This free service encourages operators to register their businesses and update their listings to provide a readily accessible public database of local business contact details.

In addition the tourism team maintains a listing of tourism operators who actively participate with Council initiatives for regional marketing and promotion.

The three visitor information centres operated by Council offer a free service to tourism operators who wish to display and distribute their brochures and promotional materials. The visitor information centre brochure policy determines the type of brochures suitable for display (e.g. they need to be professionally printed and DL sized) and ensures that local operators have preference over those from neighbouring regions. The promotional materials and brochures that are available at each of the visitor information centres highlights tourism opportunities to experience the region through the lakes, valleys, rivers and heritage sites.

EVENTS

Events are increasingly important to the community and tourism in the region. Council supports this tourism component through its tourism team by providing advisory services on establishment, running, marketing and grant applications.

A monthly calendar of events is published online to assist organisations in the timing, preparation and promotion of regional events, and to market direct to the public. The listing includes tourism, community, sporting and cultural events.

To promote local and regional events Council maintains banner poles at Kilcoy, Toogoolawah, Esk and Lowood. Council continues to facilitate promotion of events and community information on the LED signs at Fernvale and Kilcoy. Social media has also been utilised for the promotion of local and regional events, with regular posts to Somerset Tourism's Facebook page and Instagram account.

In the 2014/2015 Council provided planning, promotion and event management for the Healthy Waterways Report Card Launch, workshops for the Volunteer project committee, 2015 Australia Day ceremony and festivities, the Somerset Rail Trail Fun Run, Seniors Week, International Volunteers Day, Regional Relations Dinners, Youth Week activities and other community events.

CULTURAL AND ARTS EVENTS

The arts are another strong tourism driver and a growing industry in Somerset. Council has supported the arts with;

- A memorandum of understanding with the Somerset Art Society
- Funding the renovation of the Esk Visitor Information Centre Great Room to create an art space which is currently booked out until September 2016.
- Extending the use of the facility for exhibitions to a full month free of charge.
- Assisting the community in the establishment of the Old Courthouse Gallery in Kilcoy.
- Collaboratively funding and project managing the Condensery project in Toogoolawah to develop a regional art gallery.
- Managing the RADF grant processes

The visitor guide features a double page spread promoting regional art and defining a virtual art gallery trail by listing the community, public and private art spaces in the region.

Council also promotes local performing artists by actively seeking local performers to provide music and dance at Council sponsored events.

ESK VISITOR INFORMATION CENTRE

The visitor information centre provides customer service to visitors and travellers passing through the Somerset region and caters for hire of the Great Room by community groups and Council departments.

Over the past year the Great Room has been promoted as a dual purpose meeting room and arts gallery. The room presented monthly rotating exhibitions of local artists that attracted visitors to the centre and assisted regional promotion. The art space is currently booked out until September 2016.

Between July 2014 and June 2015, the Esk Visitor Information Centre welcomed 6059 visitors; 13% from the local region, 27% from Brisbane, 33% from the rest of Queensland, 20% interstate visitors and six percent were international.

The Esk visitor information centre currently has 17 volunteers who provide assistance and information about the Somerset region to visitors and the community seven days a week.

FERNVALE FUTURES COMPLEX

The Fernvale Futures complex hosts a visitor information centre along with meeting rooms available for hire. The centre sees strong community use of these hire rooms along with Council and service agencies also frequently utilising this facility.

The manager of the centre also manages the Fernvale Showgrounds and Fernvale Community Hall with similar strong community use.

Between July 2014 and June 2015 the Fernvale Futures Complex welcomed 7954 visitors; 50% from the local region, 21% from Brisbane, 23% from the rest of Queensland, four per cent interstate visitors and two per cent were international visitors.

The Fernvale visitor information centre currently has 23 volunteers who provide assistance and information about the Somerset region to visitors and the community seven days a week.

KILCOY INFORMATION CENTRE

The Kilcoy Information Centre was opened on Wednesday, 10 December 2014. The centre provides information to visitors along with an environmental interpretive display, theatre and meeting room. The Kilcoy Information Centre became an accredited Visitor Information Centre with Tourism and Events Queensland in May 2015.

Since opening the Kilcoy Information Centre has welcomed over 2988 visitors; with 29% from the local region, 22% from Brisbane, 34% from the rest of Queensland, 10% interstate visitors and five percent were international visitors.

The Kilcoy Information Centre currently has 13 volunteers who provide assistance and information about the Somerset region to visitors and the community seven days a week.

INFORMATION TECHNOLOGY

Council's Information Technology structure consists of a medium size computer network with multiple branch sites throughout the council region including Esk, Lowood and Kilcoy Council offices, and numerous libraries, works depots, SES depots, visitor information centres and other remote offices. There is also a growing requirement for end-user mobility.

Council's eServices portal (eservices.somerset.qld.gov.au) continues to provide 24/7 information via our website, including development application details, property information including zoning and other planning overlays, mapping, cemetery register enquiries, library catalogue inquiries, online rate payments and access to flood camera images. Content and functionality for all web services is constantly reviewed and improved based on both internal and external customer feedback.

Participation in regional ICT forums and groups such as the SEQ CIO group at both local and state government level provides the ability to continually review strategies to ensure that they are in line with best practice and regional collaboration requirements.

Ongoing maintenance and upgrading of hardware and software for Council's core computer network as well as numerous remote sites continues in line with Council's budgetary commitments.

RECORDS MANAGEMENT

Council's correspondence is processed by the InfoXpert records management system. Statistics for the past year are listed below:-

| Documents Registered | 2014 - 2015 | 2013 - 2014 | 2012 - 2013 |
|--|---------------|---------------|---------------|
| Total No. of Documents Registered | 63,661 | 51,255 | 53,148 |
| Incoming | 16,464 | 14,796 | 13,927 |
| Internal Documents | 5,487 | 2,524 | 2,877 |
| Outgoing Documents | 15,696 | 13,153 | 11,503 |
| Actioned Documents | 9,893 | 9,123 | 9,207 |
| Customer Requests | 4,777 | 4,490 | 4,459 |
| Councillor Requests | 153 | 190 | 308 |

| Completed Response Time 2014 / 2015 | |
|--|----------------|
| 0 – 7 days | 73.20 |
| 8 – 14 days | 10.00 |
| 15 – 21 days | 5.10 |
| 22 – 28 days | 3.00 |
| 29 – 60 days | 5.80 |
| 61 – 90 days | 1.70 |
| 91 – 180 days | 1.00 |
| 180+ days | 0.20 |
| TOTAL | 100.00% |

During this period, Council received four applications seeking access to information in the Council's records under the *Right to Information Act 2009*.

| Right to Information Applications for Financial Year | 2014 - 2015 | 2013 - 2014 | 2012 - 2013 |
|--|-------------|-------------|-------------|
| | 4 | 4 | 6 |

COMMUNITY DEVELOPMENT

Active advocacy for improved health services

Activity Required: Carry out appropriate advocacy activities to improve health services in the region.

- *Social Plan:* This has been finalised and identifies current and emerging health and social needs of the Region to assist Council's advocacy in this area.

- *Community Centres and Connection Points:* These centres in Lowood, Kilcoy and Esk continue to host visiting services, including health services. For example the Public Trustee and career planning has been attracted to Esk and Drug and Alcohol counselling to Kilcoy.
- *Interagency networks:* Council coordinates the Regional interagency networks and these are an important vehicle for advocacy around community needs and solutions. In particular a series of meetings was hosted to develop a “joined up” response in the Lowood area.
- *Mobile Information Hub and stalls:* The Mobile Hub is coordinated by Council and involves a range of health and social agencies doing a regular circuit of visits to Somerset communities – to increase access to available services. Council also coordinated interagency stalls at the Esk and Lowood Shows.
- *Events:* Monthly gatherings held at Esk and Kilcoy Community Connection Point have brought a range of services out to these communities as guest speakers on topics such as carers support, tenancy issues and mental health. Services have gained a better understanding of Somerset community needs through these processes and some have continued to outreach.

Community has increased opportunities and capacity to participate in the development of effective community service responses

Activity Required: Support the community development initiatives identified through the Somerset Region Neighbourhood Centre Service. Operate a neighbourhood centre and families program at Lowood, on receipt of Government Funding. Review and implement the Youth Engagement strategy including the development of a program of activities and identified funding sources.

- The Somerset Region Neighbourhood Centre Service now includes two community centres in Esk and Kilcoy, with a further centre being established in Toogoolawah. Extensive community engagement has occurred in the establishment and development of these centres, with new activities being established such as a regular games morning and a major community event in Esk focussed on children and families. To better meet community needs, monthly gatherings were commenced at Kilcoy Community Connection Point and these have proved popular with topics ranging from addictions, domestic violence to cultural awareness. All conditions of funding have been complied with for this service, in particular the Kilcoy Wellbeing Service has been developed from an information service into more of a community centre with events and visiting services to meet the new State government funding requirements.
- The Lowood Hub’s service has developed considerably, with the centre playing an important role in coordinating responses to the most vulnerable in the community. An additional building has been renovated to enable the delivery of more programs, and attract more visiting services. The Hub continued to lead the delivery of a major community event (NAIDOC). All conditions of funding have been complied with for this service

- The Youth Engagement Strategy was reviewed and implemented through a range of activities in the following priority areas:
 - Youth engagement and leadership: Bi-annual youth leadership forums were held in partnership with the local high schools, and active and health peer mentor program (including a camp), National Youth Week events and skate clinics were some of the activities held to engage young people and foster leadership.
 - Education and employment: A partnership was brokered with PCYC and the Ipswich Independent Youth Service to bring a mentoring service to Somerset which will assist young people to attain the required amount of hours for their drivers licence – important to accessing further education and employment.
 - Support for young people, parents and carers: Partnerships were brokered which has brought significant Federal funding to the region establish a youth hub, and increase access to mental health support at local high schools.

Participation in local and regional forums

Activity required: Participate in local and regional forums and strategies

- The Somerset Region Neighbourhood Centre Service has been the Brisbane South representative for the Statewide Queensland Families and Community Association, SRCSA and the Lowood Hub have participated in Ipswich West Moreton Region Neighbourhood Centre meetings, and the Lowood Hub has participated in a State meeting of child and family hub programs.
- The CDC, FCO and YDO have participated in a range of regional forums on issues including suicide prevention, youth development and housing.

Input required at meetings as required

Activity required: Attend local meetings of business, community and government organisations.

In addition to attending meetings as required, the CDC and Lowood Hub coordinates a range of networks including the Somerset interagency and disaster community support groups.

PLANNING AND DEVELOPMENT

Dedicated professionals of the Planning and Development Department are actively engaged on a daily basis in a range of activities that maintain and enhance the well being of the communities of the Somerset Region. These activities centre on approving, coordinating, monitoring or regulating the built form, maintaining community health standards, ensuring there are no adverse effects on the local environment and the requirements of Council's local laws are met.

PLANNING SERVICES

Council's parkland and recreation strategies continue to be progressively implemented as part of the development assessment and delivery process.

NEW PLANNING SCHEME

Preparation of the new planning scheme for the Somerset Region is now entering the final stages. The draft planning scheme was placed on public exhibition in the first quarter of 2015 and Council is now considering the submissions received. Once this is completed the adjusted document will be forward to the State Government for final endorsement which is anticipated before the end of 2015.

PLANNING SERVICES

The number of development applications received is almost the same as the previous year. This reflects Council's understanding that the level of development activity in the Region has 'flat lined' this year. A breakdown of Development Applications received for Material Change of Use, Reconfiguring a Lot and Operational Work during the financial year are listed below.

| FINANCIAL YEAR 2014-2015 | APPLICATIONS | TOTAL |
|---------------------------------|---|--------------|
| Development Applications | Combined | 0 |
| | Material Change of Use | 50 |
| | Operational Works | 10 |
| | Reconfiguring a Lot | 21 |
| | Building Works assessable against the Planning Scheme | 39 |
| | Siting Relaxations | 26 |
| | TOTAL | 146 |
| Planning Certificates | | 20 |
| Survey Plan Endorsements | | 26 |

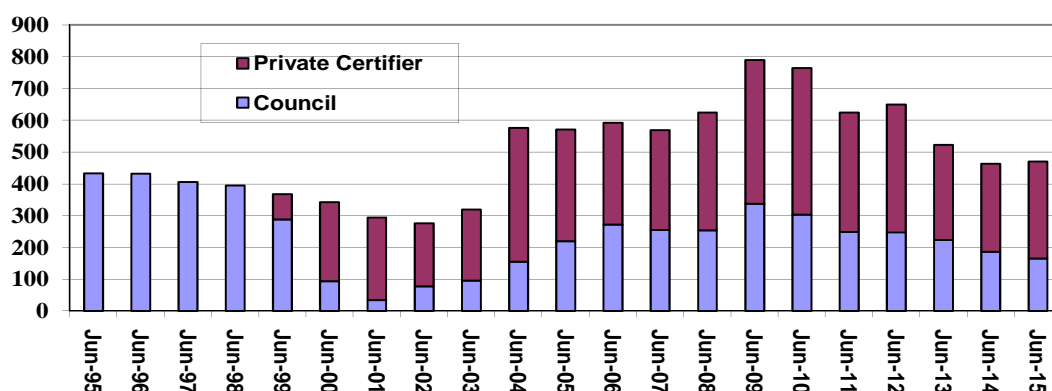
| Appeals including those carried over from previous years: |
|--|
| DA11832 – Appeal No BD920 of 2013 - Ebborn Pty Ltd vs Somerset Regional Council |
| DA12330 – Appeal No 936 of 2014 – Kanes Business Corporation vs Somerset Regional Council |
| DA14049 – Appeal No BD 1448 of 2014 – MBPI (Kilcoy) Pty Ltd vs Somerset Regional Council |
| DA9079 – Appeal No. 1774 of 2014 – Tipglance Pty Ltd vs Somerset Regional Council |
| DA7733 – Appeal No. 2686 of 2014 – Karreman Quarries Pty Ltd vs Somerset Regional Council |
| DA9733 – Appeal No. 1204 of 2015 – Coominya Properties Pty Ltd vs Somerset Regional Council |

BUILDING SERVICES

Officers of Council's Building Surveying team maintain their registration with the Queensland Building and Construction Commission to enable them to provide the building certification services required by our community. This mainly includes an approval and inspection service for building works in our region, a pool safety inspector service and an internal advice service for Council's planning and operations sections.

Information sheets on a variety of topics are regularly updated and are available on Council's website or in Council's administration offices at Kilcoy, Esk and Lowood. If you need assistance in navigating the website or finding answers, the customer service staff and building surveyors are available to assist.

The total number of building applications approved for the year was 470. Overall this is a small increase on last year's total of 463. Council's share of the total approved building applications has been maintained, similar to the previous year, at 35%. The number of new house approvals for this year was down on last year's 148 to 139 and included 9 in the Minden corridor, 12 in Lowood, 50 in Fernvale, 16 in the Esk area, 4 in the Toogoolawah area, 30 in Kilcoy and surrounds, with the balance being spread through the rural landscape.



The associated graph indicates the trends in building approval activity in the region over the last twenty years. While there is currently a declining trend in overall building approval activity, the average level in the past decade substantially exceeds the prior decade and Council's share of approvals has been steady.

PLUMBING SERVICES

Changes to the regulations has enabled some 'minor' alterations to existing domestic household plumbing to be carried out by a licensed plumber, under a Form 4 – Notifiable Work process. The Council is required to audit a percentage of these jobs to ensure standards are maintained.

Somerset Regional Council's Plumbing Inspectors are still required to assess applications for all new house drainage installations to sewer and for on-site sewerage facilities including the septic tank, treatment plants and the land application area for effluent disposal.

While the reticulated water supply and sewerage infrastructure are now under the control of Queensland Urban Utilities, there is still a large portion of the region which is not serviced by this infrastructure and requires the Council's plumbing inspectors to assess and approve on-site water supply and effluent disposal facilities.

ENVIRONMENTAL HEALTH

Staff within Council's environmental health section were active during the year in delivering on the themes identified in Council's Operational Plan. The following is a summary of the activities conducted during the year.

- Maintained a total of 156 food business licences consisting of 118 fixed, 30 mobile and 8 temporary food business licences.
- Conducted more than 142 Food business inspections, resulting in the issue of 24 letters of non-compliance, 14 improvement notices, one show cause notice and one penalty infringement notice.
- Completed a bi-annual inspection program on 12 poultry farms.

- Assisted food businesses, community groups, schools and the general public through the provision of a free online interactive food safety training package. The I'M ALERT food safety training package can be accessed via www.somerset.imalert.com.au or follow the links on Council's website. The table below is a summary of usage of the training package for the 2014/15 financial year:

I'M ALERT - USER REPORT

| Previous Month | Last Financial Year | Since Subscribing |
|-----------------------|----------------------------|---------------------------|
| June 2015 | 2014 - 2015 | From June 24, 2012 |
| 89 | 192 | 579 |

- Delivered a school based immunisation program through a service agreement with the state government at the Toogoolawah and Lowood High Schools. The program administered 671 vaccinations to year 8 and year 10 students to protect against the following diseases; Human Papillomavirus, Diphtheria, Tetanus, Pertussis (whooping cough) and Chickenpox.
- Delivered a water sampling program for Council operated swimming pools where monthly samples were collected and monitored for compliance with the *Queensland Health Swimming and Spa Pool Water Quality and Operational Guidelines, 2004*.
- Conducted a mosquito survey program in conjunction with Queensland Health in various towns and villages in the region during the months of January, February and March. The survey program was in line with the Queensland Dengue Management Plan 2010-2015.
- Provided community education regarding mosquito management methods through officer advice, local and social media and Council's website.
- Completed more than 79 assessments of applications for approval under Council's local laws and subordinate local laws for prescribed activities such as community markets, commercial use of roads and local government controlled areas, street stalls, caravan parks and camping grounds.
- Completed a program to ensure that landholders comply with their responsibilities under the *Land Protection (Pest and Stock Route Management) Act 2002* resulting in the issue of 107 pest control notices and 19 enter and clear notices.
- Conducted a pest animal baiting program in conjunction with the Department of Agriculture and Fisheries. A total of 4137 wild dog baits and 48 feral pig baits were distributed to participating landholders in the region.
- Operated a chemical subsidy and equipment hire program to assist landholders in meeting their obligations under the *Land Protection (Pest and Stock Route) Management Act 2002*.
- Delivered a pest plant control program on Council controlled areas and roads and on state controlled roads where more than 85,000 litres of herbicide was applied.
- Administered a wild dog bounty program for wild dogs destroyed within the region. A total of 223 bounty payments were made totalling \$5,575.

- Partnered with SEQ Catchments and the Department of Agriculture and Fisheries through funding provided by the Australian Government to deliver the SEQ Drought Assistance Feral Animal Management Project. The project provided more than \$35,000 in funding to assist primary producers in the control of wild dogs, feral pigs and rabbits throughout the region.
- Was one of three councils in Queensland to participate in a pilot project relating to wild dog compliance. The aim of the project was to test the provisions of the *Land Protection (Pest and Stock Route Management) Act 2002* as they relate to landholders responsibilities in relation to wild dog control.
- Partnered in the project titled 'Limiting the Source – Peri-Urban Wild Dog Control'. The three year project is being run by the Invasive Animals Cooperative Research Centre in partnership with the Queensland Department of Agriculture and Fisheries, the NSW Department of Primary Industries, Meat and Livestock Australia and other participating local governments.
- Promoted public education and awareness of pest related issues through local media, social media, Council's website and attendance at five local shows and field days.
- Responded to over 470 customer services requests relating to issues such as environmental protection, local laws, pest plants and animals, food safety, public health risks and littering and illegal dumping.

NATURAL RESOURCE MANAGEMENT

Work with Council of Mayors and LGAQ to address forestry, land care, river care and related issues.

- Regular attendance at SEQ Council of Mayors, Waterways and Environment Committee including Catchment Action Plan working groups for Mid Brisbane and Lockyer Catchments, associated with the Resilient Rivers Initiative.
- Established and maintained partnerships and collaborative projects with SEQ Catchments, SEQ Water, Healthy Waterways, local Landcare and allied groups and organisations.
- In partnership with Healthy Waterways and local contacts, coordinated the Connect to Your Creek program events at Stanley River Environmental Education Centre.

Inform Council and the community about elements of regional, state and national plans and strategies which are relevant to Somerset.

- Facilitated presentation and feedback on SEQ Regional NRM Plan
- Coordinated Koala forum to inform Council policy/strategy development.
- Participation in regional Flying fox forum/s, and policy/strategy development.

Pursue funding to implement remediation works.

- Ongoing oversight on Lockyer Creek flood recovery works in association with Lockyer Valley Regional Council and SEQ Catchments.
- Green Army deployment at council riparian reserves at Vernor and Wivenhoe Pocket.

Encourage the planting of appropriate trees in urban and rural areas.

- Facilitated redesign of the Council Free Tree program, to align with native floral emblems of Somerset Region.
- Provision of additional free trees to Land for Wildlife participants.

- Free trees provided to Somerset schools in support of National Tree Day.
- Koala fodder plantations implemented at Vernor and Wivenhoe Pocket.

Maintain Council's facilities and property.

- Green Army Deployment and improvement activities at Shines Road and Field Road Reserves.

Progressively implement Parkland Strategies and Recreation Framework as resources become available.

- Undertook debris clearing works to facilitate small craft/canoe access along the Brisbane River.

If requested, provide assistance to community groups with the preparation of applications for grants.

- Coordinated a successful grant access workshop for community in the Toogoolawah district, November 2014.

Participate in local and regional forums and strategies.

Attendance and coordination of the following:

- SEQ Land for Wildlife Program
- SEQ Fire and Biodiversity Forum
- SEQ Council of Mayors – Waterways and Environment Committee
- SEQ Natural Resource Management Plan – Meeting and submission.

Apply for government funding for labour market programmes.

- Facilitated Green Army team deployment, sponsored and supported by Somerset Regional Council.

REGULATORY SERVICES

Council's regulatory services team's primary purpose is to ensure that operational outcomes are met and a high level of service is delivered to the community within predetermined timeframes.

The team operates under the following legislative framework:

- Somerset Regional Council's Local Laws;
- Animal Management (Cats and Dogs) Act 2008;
- Waste Reduction and Recycling Act 2011;
- Local Government Act 2009;
- Environmental Protection Act 1994;
- Land Protection (Pest and Stock Route Management) Act 2002 and
- Transport Operations (Road Use Management) Act 1995.

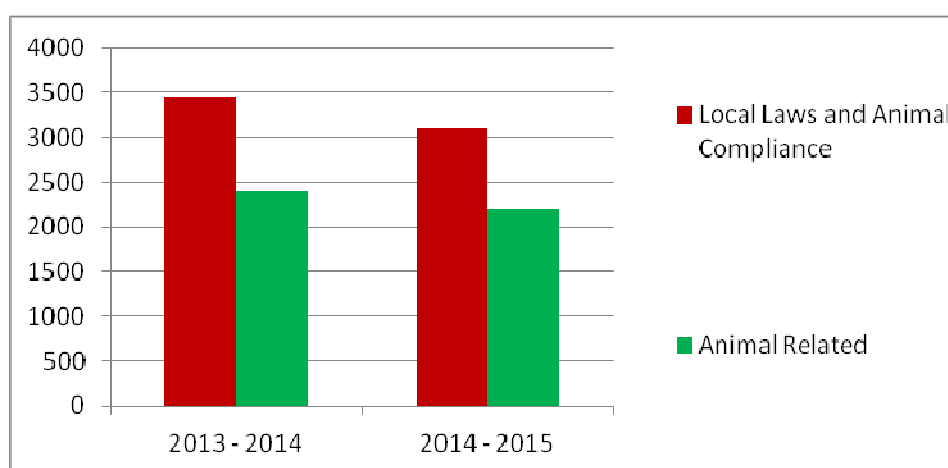
This report reflects on the past year and demonstrates the performance and achievements of the regulatory services section.

Investigate and take action on animal / local law complaints

Regulatory Services comprises three regulatory services officers and one local laws officer. Below outlines the diverse range of requests officers attended to during the period.

Customer Service Requests for Local Laws and Animal Compliance

| Customer Service Requests | 2013 - 2014 | 2014 - 2015 |
|----------------------------------|-------------|-------------|
| Local Laws and Animal Compliance | 3459 | 3109 |
| Animal Related | 2403 | 2198 |



The table below shows the individual breakdown of complaints and duties:

| WORK TYPE CATEGORY 2014-2015 | | | |
|---------------------------------|-----|-----------------------------------|--------------------|
| Animal Attack - Animal | 103 | Request – Impound Vehicles | 50 |
| Animal Attack - Person | 47 | Illegal Camping | 36 |
| Animal Trap Hire | 60 | Infringement Notices Issued | 41 |
| Barking Dogs | 102 | Kennel Inspections | 54 |
| Dogs Wandering at Large | 222 | Local Laws - Searches | 294 |
| Nuisance | 24 | Local Law - Investigations - Misc | 60 |
| Visual Pollution | 24 | After Hours - Callout - Stock | 103 |
| Litter/ Illegal Dumping | 34 | After Hours - Callout - Dogs | 21 |
| Livestock Wandering at Large | 269 | Compliance - Inspections | 544 |
| Miscellaneous Animal Issues | 314 | Miscellaneous Dog Issues | 144 |
| Overgrown Allotments | 294 | Request - Impound Animals | 269 |
| | | | TOTAL: 3109 |

After Hours Service

Regulatory Services officers provide a dedicated emergency after hour's service to residents of the region. Officers attended to 124 callouts during the period. The majority of calls related to stock wandering on roads and dog attacks. Council also works with the emergency services and other organisations, when required.

Encourage Responsible Pet Ownership

Council acknowledges the many social, health and economic benefits of animal ownership in the region and to this end works with residents to ensure animals are appropriately cared for and managed.

Council has a range of programs, initiatives and information which are all designed to assist residents in their ownership of animals, including outdoor activities with dogs, tips for purchasing the right pet for your home, and the steps to locating lost animals. Currently there are 3478 pet owners registering 4121 animals in the region.

During the period several fact sheets were available to the public either on Council's website or in Council's offices. The fact sheets are free and provide an easy reference on a variety of topics.

Regular information pieces have also been included in the Somerset Lifestyle quarterly newsletter or in media releases.

Conduct an ongoing compliance program for dogs/cats, breaches of local laws and kennels across the region.

Kennel Inspection Program

Regulatory Services conducts an annual inspection program of the 54 kennels approved by Council in the region to ensure compliance with their respective development approvals. It is Council's experience that if the operational aspects are properly implemented complaint levels are low.

Patrols

Patrols are carried out throughout the region on a daily basis and focus on wandering/impounding of dogs, illegal road side vending, people engaging in prohibited/restricted activities for example illegal camping and the and selling of animals at local markets.

Somerset Animal Management Centre

Council's Animal Management Centre is open Monday to Friday from 8.30am - 4 pm by appointment (closed weekends and public holidays). Small domestic animals are housed at Esk and the large animals at Coominya. The total number of animals impounded remained steady compared with last year. Re-housing Groups continue to provide valuable assistance with finding homes for lost animals.

OPERATIONS

The operations department is responsible for all service delivery associated with operational activities undertaken by Council and the provision of engineering support to other areas of council and to external customers. Officers have been involved in various working groups such as the Council of Mayors, The Brisbane River Catchment Flood Study, The Regional Roads Group, The Regional Asset Management Group and the Disaster Management Engagement Group.

Council has completed work on the restoration of public assets damaged in the 2011 and 2013 flood events. Work is now underway on the restoration of damaged caused during the 2015 flood. This work is scheduled for completion by 18 December 2015.

Stage 2 of the Fernvale drainage upgrades has commenced with the acquisition of land west of the Brisbane Valley Highway for the construction of a detention basin that will also act to improve the water quality of run-off from the Nardoo Gully catchment. Council has also provided funds to create sporting facilities on this land. \$1.6M has been allocated in the 2015/16 budget to enable the construction of a carpark, two sporting ovals, change rooms, toilet facilities and 4 netball courts.

WORKS

All flood restoration works from the devastating floods of January 2011 were completed by 30 June 2014, and the flood restoration works from January 2013 were completed by 30 June 2015. Council has worked with the Queensland Reconstruction Authority (QRA) and obtained necessary approvals for works with the final damage bill of the 2013 floods estimated to cost \$35M. Further, Council took the opportunity to apply for betterment funding to enable restoration of some assets with improved flood resilience. Council was very successful with its betterment submissions, with projects totalling \$14M approved. Of these projects, seven existing timber bridges were replaced and two bridges were constructed to replace existing causeways. Delivery of works is complete with the work being performed by a combination of Council day labour and contractors. All civil contractors engaged within the flood restoration program live within or near the region and are using local resources, where possible, to deliver the restoration program, hence providing further economic benefit to the community.

Due to the rules of the Natural Disaster Recovery and Relief Arrangement (NDRRA), Council day labour has only been able to deliver a small component of the flood recovery program. Council's workforce was used to deliver a number of betterment projects. Council's day labour force has also been actively constructing capital works projects and maintenance programs across the region. In addition to the capital and maintenance programs, Council has also delivered the Braemore Overtaking Lane on Brisbane Valley Highway on behalf of Department of Transport and Main Roads. This was a large project for Council, with construction duration of six months.



Kropps Bridge

RESTORATION OF ESSENTIAL PUBLIC ASSETS (REPA)

Council's 2013 flood restoration and betterment programs were completed by 30 June 2015, as required under the NDRRA guidelines. In May 2015, QRA offered Council the opportunity to apply for additional Betterment funds to increase the scope of works on projects previously approved. Council was successful in receiving a further \$235,597 in betterment funds, with works delivered by 30 June 2015.

In 2015, Council was impacted by Tropical Cyclone Marcia that resulted in damage to infrastructure with an estimated value of \$2.3M. Council responded by undertaking emergent works to open affected civil infrastructure promptly. Council has lodged a submission with the QRA for restoration. Work will be scheduled once an approval is received.

The QRA has completed several audits throughout the year of restoration and betterment work undertaken. The audits have established that Council's practices are appropriate and QRA is satisfied with Council's delivery processes. Council continues to receive recognition from the QRA for meeting the objectives to deliver 'value for money' while supporting the local economies.

To further enhance flood recovery projects, Council provided funds in the 2014/2015 budget for complementary works, which enabled Council to 'value add' to some flood restoration works to provide an improved outcome for Council at minimum cost. Examples include constructing the causeway to double lane standard on Fairneyview Fernvale Road, Providing bitumen sealed surface to Foggs Bridge, Harlin, installing concrete spoon drains adjacent to Burns Street, Fernvale and providing shotcrete batters on Patrick Estate causeway.



Fairney View Causeway

ROADS AND STREETS

Council has delivered its capital and maintenance programs in conjunction with flood recovery works to ensure works are performed in an efficient manner.

Our higher volume roads which are also known as local roads of regional significance have seen ongoing capital improvements across the region. One such project was the pavement strengthening, widening and bitumen surfacing on Atkinson Dam Road.

Other road upgrades have been completed on Gregors Creek Road with new road approaches to the new Kropps and Jones Bridges, E Summerville Road bitumen sealing, Cressbrook St (Toogoolawah Town Entrance) Toogoolawah, Redbank Street Esk (in front of Barbour Park & Bowls club), Eskdale Street & Gunyah Streets in Toogoolawah.



Atkinson Dam Road

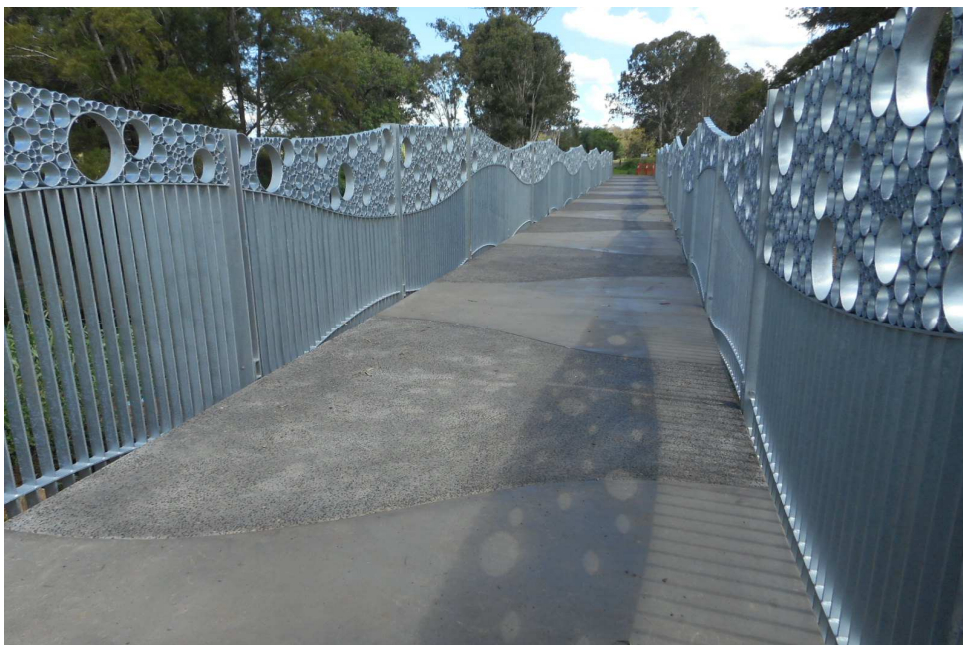
BITUMEN SEALING AND RE-SEALING

Council continues to deliver a reseal program to ensure the Council bitumen road network remains functional and in sound condition. Council has programmed reseals with consideration being given to the location of flood restoration works, to ensure efficient programming of reseals. Council's reseal program is ongoing and implements efficient practices to keep the road network well maintained.

Council has continued with its bitumen infill program within the regions towns to improve overall amenity. Streets that were bitumen upgraded include Pyrde Street, Lowood, and Gunyah Street, Toogoolawah.

BRIDGES AND CULVERTS

As an outcome to Council very successful betterment applications, twelve new bridges have been constructed during the last year. The bridges constructed include Jones and Kropps Bridges on Gregors Creek Road, Scrub Creek Bridge on Scrub Creek Road, George Bell Bridge on Ivory Creek Road, Ted Skinner Bridge on Esk Crows Nest Road, Gerald Ryan Bridge on Mount Stanley Road, Dunnings Bridge on O'Leary's Road, Glenmaurie Road Bridge on Glenmaurie Road, Browns Bridge (replaced with causeway) on Monsildale Road, Glenhowden Road Bridge (replaced with causeway), Wunulla Lane Bridge and Toogoolawah Pedestrian Bridge. Further, Council was successfully in its funding application to construct three new bridges under the Bridge Renewal Program and a further four bridges under Royalities for the Region. Two of these bridges have commenced construction at Scrubby Creek on Villeneuve Road and Jenkinsons Bridge on McCauleys Lane. The remainder of bridges are in the final stages of design with construction continuing over the next twelve months.



Toogoolawah Pedestrian Bridge

DRAINAGE WORKS

Council's capital program continues to have a strong focus on drainage improvement works within the townships of the region. Projects included:- Kerb & Channel to Burns Street Fernvale, lined concrete spoon drain stormwater drainage path in Stummer Park Fernvale, and improved drainage in West Road Coominya. Further, Council increased resilience to many drainage structures under the betterment program as follows: Concrete approaches to Savages Crossing on Banks Creek Road, Burtons Bridge on E-Summervilles Road, Allerys Bridge on Arababy Creek Road; New concrete causeways or extension to existing concrete causeways on: Mount Kilcoy Road, Diaper Road (2 Sites), Cowah Road, Esk Crows Nest Road, Cressbrook Caboonbah Road, Mount Stanley Road (3 Sites), Avoca Creek Road Lake Manchester Road, Cedervale Road, Mount Byron Road and Chaille Road.

Council also acquired a stormwater easement within Kilcoy Township for a future stormwater upgrade.



Mount Kilcoy Road – Metal Arch

FOOTPATHS AND BIKEWAYS

With the assistance of State Government subsidy funding (40%), Council embarked on a project to extend the footpath network in Lowood. This project has enabled the footpath in Main Street Lowood to be extended to provide a link with the recreational areas of Lowood.

Council continues to recognise the need to expand its footpath network in the region. Another footpath project was undertaken in Toogoolawah town during the year and provides a link from Gardner Street North to Cressbrook Street. This footpath provides a link for school children, customers to government offices, as well as runs adjacent an area set aside for RV parking. Other new footpaths/bikeways constructed throughout the year include the replacement of the failing asphalt footpath around the lake in Yowie Park Kilcoy and a new footpath in front of Kilcoy High School. In regards to the Yowie Park footpath, Council took the opportunity to work with the Kilcoy RSL to incorporate a valour walk in honour of many local residents who had served in the armed forces.



New footpath in Main Street, Lowood

TOWN AND VILLAGE FACILITIES AND GRASS CONTROL

Council has continued to deliver its grass cutting programs in a timely manner that is in accordance with Council Policy. Parks and gardens across the region are well catered for with a dedicated team of staff to keep the amenities of the region's towns functional and tidy.

Improvements have been carried out in several of Council's recreational facilities. This included new park facilities and playground equipment in McConnell Park Toogoolawah, a new BBQ was installed in Stumer Park Fernvale and an access ramp constructed to the Stepping Stones Centre in Esk.

Council staff undertook the construction of car parks and associated landscaping at the Kilcoy Information Centre and the Toogoolawah Nestle Factory refurbishment project. At the rear of the Kilcoy Information Centre a new rain garden was constructed to ensure stormwater that flows into this area is filtered in an environmental sensitive manner.

Council free tree program has once again been made available to encourage the community to plant trees and be mindful of our environment.

DEVELOPMENT – OPERATIONAL WORKS

The construction of approved Development Works continues to be encouraged within the region. Projects include the completion of works for Brisbane Valley Tavern motel apartment car park – Fernvale, Searles stormwater pond – Kilcoy, and shop car park – Moore. Ongoing works continue for subdivision at Lavender Hill Stage 5 - Fernvale, Eagle Rise Stage 4 – Lowood, Noble Road – Haigslea, and KPC stormwater pond – Kilcoy.

From left to right: Works for subdivision at Eagle Rise Stage 4 – Lowood, Motel/Apartment car park – Fernvale, and Lavender Hill Stage 5 - Fernvale



WASTE DISPOSAL

Council is responsible for the operation of the Esk landfill and the three transfer stations in Coominya, Harlin and Kilcoy. Waste from the Coominya, Harlin and Kilcoy transfer stations is transported to the Esk landfill. Council has a waste voucher program for its residents with a wheelie bin service whereby they are given two vouchers, each valued at 0.5m³ annually. These vouchers allow residents to dispose of any bulk items, green waste or any other type of domestic waste to the value of these vouchers at any of Council's waste facilities free of charge.

The e-Waste recycling scheme for television and computer recycling in Somerset Region has been cancelled due to the Department of Sustainability, Environment, Water and Population and Communities (SEQPaC) and the company, DHL cancelling the funding for this program. Somerset Region investigated the possibility of continuing this service however it was not feasible due to the cost to transport the e-Waste for disposal.

The "Drum Muster" program continues to be available to residents in the region. The program provides for eligible drums to be collected from residents free of charge, for them to be recycled without going into the landfill, and for Council to be reimbursed for the costs of the program.

Somerset Regional Council continued to work in partnership with Agsafe to provide the ChemClear program. Council assists Agsafe by providing a site for them to meet residents to pick up their unwanted chemicals.

The third cell at the Esk Refuse and Recycling Centre was completed this year. This cell is estimated to provide six (6) years of service at existing rates until the next cell will need to be constructed.

CEMETERIES

Council owns and/or operates nine cemeteries throughout the Region. All the cemeteries are being mowed and cleaned regularly to provide the required level of service. The lawn and monumental sections of Council's cemeteries have continued to be regularly used. Council will be expanding the beam sections in the Lowood, Esk and Toogoolawah cemeteries this year.

Council is continuing with the surveying of the grave plots in its cemeteries and recording them into its asset management database with the goal to have all cemetery records and plans available electronically to the public.

CUSTOMER SERVICE SYSTEM

Somerset Regional Council received a total of 6,992 customer service requests received from members of the public for the period 1 July 2014 through to 30 June 2015 and a total of 153 requests for action and/or investigation from Councillors and Senior Management for this financial year.

DISASTER MANAGEMENT

ACTIVATIONS

In February 2015 Ex Tropical Cyclone Marcia impacted the northern parts of the Somerset region.

The Local Disaster Coordination Centre was activated, including the Incident Management Team to ensure the safety of the Somerset community. It was a good opportunity to test some of the systems put in place since 2011, such as Cameras, Water over Roads signage, integration with 131940.qld.gov.au service and our incident management software – Guardian. Council was very satisfied with the way the system worked during this event

GETREADY QUEENSLAND

Get Ready Week in Queensland was marked from 13-19 October 2014 and as a result Somerset Regional Council conducted several initiatives associated with emergency preparation.

During that week Council:

- Held a number of barbeques around the region distributing disaster management material and promoting the SES. The barbeques were conducted with the valuable assistance of the SES crews at Toogoolawah, Esk, Kilcoy and Lowood
- Promoted a “Free” important document scanning service at each of our library facilities throughout the region.
- Promoted Bushfire and Storm season preparedness through facebook, Council’s website and the erection of banners at many of our town entrances.

Further, with the assistance of funding available by the GetReady program Council has developed a video to outline disaster preparedness in the region. This video will be placed on Council’s website and promoted through facebook.

LOCAL DISASTER MANAGEMENT GROUP (LDMG)

The Somerset Local Disaster Management Group (LDMG) met quarterly throughout the course of the year to discuss all aspects of disaster mitigation, prevention, preparedness, and response for the region.

The LDMG is a joint management group comprising local and state government and other agencies involved in disaster response.

LOCAL DISASTER MANAGEMENT PLAN (LDMP)

Council's Local Disaster Management Plan (LDMP) was updated by Council and subsequently reviewed by Queensland Police and Emergency Management Queensland as part of the annual review process. The plan was accepted and endorsed as compliant.

The public version of the LDMP can be downloaded from Council's website www.somerset.qld.gov.au.

SOMERSET REGION STATE EMERGENCY SERVICE

During the July 2014 – June 2015 period, Council's SES Unit volunteer members continued to maintain a viable and effective emergency service across the Somerset region. A summary of the Unit's activities for this period is provided below.

GENERAL

The Somerset Region SES unit's Group Leaders and their executive officers implemented effective training programmes for their respective groups in a range of skills, while administration staff handled details relating to membership records and associated reports to QSES regional office and stores officers ensured their group's equipment list was maintained at an operational level.

During the past twelve months, Somerset SES Unit volunteers logged 2,732 hours operational activities and 12,853 on training and community assistance activities as shown in more detail below.

RESOURCES (PERSONNEL AND EQUIPMENT)

With the addition of 15 new members during 2014-15, the Unit's active membership is currently 75. A significant change to Somerset Region SES Unit's personnel occurred in January when the Deputy Controller transferred on his appointment as Local Controller of Ipswich City SES Unit.

No major changes have taken place with the four groups' accommodation during 2014/15. Current headquarters facilities for training/operations, administration, vehicle/equipment storage and kitchen areas are generally adequate with consideration being given to improving the older buildings in Toogoolawah and Kilcoy.

With the arrival of a replacement Troopcarrier for Lowood Group in December 2014, the Unit's transport fleet of five 4-wheel drive passenger vehicles, a truck-mounted emergency lighting tower, four flood boats and a range of equipment trailers meets the current operational requirements of this Unit.



TRAINING AND COMMUNITY ACTIVITIES

Members and officers have maintained their skills in nationally recognised and accredited fields of instruction and specific fields of training.

New members have undertaken training in “Safety”, “Apply First Aid”, “Community Volunteering”, and “Effective Assistance” in their introduction to the Unit’s training programme.

Many SES members hold formal qualifications in Traffic Control and First Aid through their accredited local SES training.

The Unit’s four Group Leaders (in Esk, Kilcoy, Lowood, and Toogoolawah) and their respective administration, training and stores officers conduct weekly evening training activities to maintain their members’ skill levels.

The Unit’s training programme has been capably overseen by the Kilcoy Group Leader, the Lowood Deputy Group Leader and the Deputy Controller – until his transfer to Ipswich City SES Unit mentioned earlier in this report.

Members logged many hours on a range of training and other non-operational functions as shown below:

- Training (9,054 hours)
- Exercises (126 hours)
- Community Education (479 hours)
- Unit / Group Management (1,250 hours)
- Maintenance (732 hours)
- Fundraising (1,147 hours)
- Peer Support (43 hours)
- Recruitment (22 hours).

OPERATIONAL TASKS

The Somerset Region SES Unit participated in numerous operational activities locally and outside of this region including:

- Storm damage (891 hours)
- Search operations – missing person and forensic (533 hours)
- Traffic management (294 hours)
- Flood boat operations (75 hours)
- Agency support (904 hours)
- Incident Management (35 hours).

PUBLIC AWARENESS, INFORMATION & FUNDRAISING

All four groups participated in Get Ready Week in October 2014 with information and fund-raising stalls in each of the five major towns in Somerset region.

SES groups presented displays at Under 8's days, and supported various local events to promote awareness of the service provided by the local SES Unit.

The occasional sale of the Unit's "Vollie Brollie" provides a small amount of additional funding to supplement funds from State and Local Government.

SES groups continue to enhance community safety by installing and replacing property numbers – particularly of benefit to emergency service officers – throughout the rural community on behalf of Somerset Regional Council.

COMMUNITY SUPPORT

In addition to their operational activities, SES members assisted other organisations (churches, schools and other community groups) with personnel and equipment for crowd / traffic supervision and other support roles at various community events throughout the year.

SES groups participated in a number of sporting events and other activities including the motor cross at Dundas, the annual "Mud, Bulls & Music" and Off Road Expo events in Jimna, Lifecycle Avanti Cycling Classic in the Lowood area, the Lowood rodeo, Clean Up Australia Day, the Wivenhoe Winter Sailing Classic on Lake Wivenhoe, Council's official bridge openings, the 2014 Brisbane Valley Rail Trail Fun Run and ANZAC Day services and parades in each of the major towns.

The SES groups in Esk, Kilcoy, Lowood and Toogoolawah are acknowledged by other emergency organisations and the wider community as a valuable local resource.

Somerset Region SES Unit members remain committed to providing emergency assistance to residents, travellers, other emergency services and Council within the Somerset region and beyond.

HUMAN RESOURCES AND CUSTOMER SERVICE

(including reporting requirements outlined in the *Public Sector Ethics Act 1994*)

INTRODUCTION

This report has been prepared by the Manager Human Resource and Customer Service and details Somerset Regional Council human resource activities for the period 1 July 2014 – 30 June 2015.

STAFF

| Status | Number of employees as at 30 June 2014 | Number of employees as at 30 June 2015 |
|----------------------|--|--|
| Full-Time | 162 | 165 |
| Part-Time | 8 | 8 |
| Temporary | 2 | 0 |
| Casuals | 11 | 14 |
| Supported Wage | 1 | 1 |
| Apprentice | 3 | 3 |
| School-Based Trainee | 6 | 6 |
| TOTAL | 193 | 197 |

INDUSTRIAL RELATIONS

Somerset Regional Council's 2011 certified agreements were due to expire on 30 June 2014.

However, due to the State Government's award modernisation processes, all enterprise bargaining negotiations were suspended until a modernised award was completed and legislation prevented new agreements from being certified until the new award was made.

Certified Agreements that were due to expire on 30 June 2014 remained operative until 1 October 2014 or until such time a new agreement was negotiated.

The previous Somerset Regional Council Certified Agreements were:

- Somerset Regional Council Officers' Certified Agreement - 2011; and
- Somerset Regional Council Field Staff Certified Agreement – 2011;

In November 2014 the new award was finalised and the Queensland Local Government Industry Award - 2014 became operative.

Negotiations for a new agreement commenced in January 2015 with relevant organisations party to the agreement.

The Somerset Regional Council Certified Agreement – 2015 was accepted by a majority vote of employees in March 2015 and was certified by the Queensland Industrial Relations Commission in April 2015.

OPERATIONAL PLAN

The following is noted in accordance with Operational Plan requirements:

Councillors / Staff are familiar with staff members and roles.

New staff members have continued to be introduced to existing staff and Councillors via staff newsletter announcements, personal introduction and formal introduction at Ordinary Council Meetings throughout 2014/2015.

Communication with staff on relevant issues

The staff newsletter, The Inside Story, was produced and distributed with each fortnightly pay slip to all staff throughout the 2014/2015 financial year. This communication tool conveys important and relevant information to staff including but not limited to - Council Meeting briefs, commencement / termination of employees, advertising of vacant positions, safety updates, health and wellness etc.

Policies and procedures adopted

The review and development of standardised human resource policies and procedures has continued during 2014/2015 through policy review and/or implementation.

Recruitment of appropriate staff (permanent) as approved by CEO

Thirty (30) positions were recruited during the 2014/2015 financial year including eleven (11) internal vacancies, five (5) school-based trainee vacancies and one (1) apprenticeship. Please note: this does not include recruitment of casual employees for short term relief periods.

Volunteers

Volunteers are now integral to many Council activities such as visitor information centres, libraries, neighbourhood hubs and community connection points.

Throughout 2014/2015, there has been a further focus on continual improvement of the induction processes delivered to volunteers for specific council workplaces.

As well as pre-placement interviews to determine role suitability, emphasis has been placed on signing volunteers to volunteer agreements and delivering workplace specific inductions that focus on work role expectations, privacy and confidentiality needs, workplace health and safety requirements, Council's code of conduct and other specific policies and procedures,

Overall in 2014/2015, 68 volunteers have undergone this process across the organisation.

APPRENTICESHIPS, TRAINEESHIPS, CADETSHIPS AND STUDY ASSISTANCE

Traineeships, apprenticeships and labour market programmes

Throughout 2014/2015 Council continued its involvement in the placement of apprentices and trainees.

The end of 2014 saw the completion of five (5) School Based Trainees - one (1) from the Kilcoy Workshop, one (1) from the Visitor Information Centre and three (3) from Somerset Libraries.

At the commencement of 2015, Council offered five (5) school-based traineeships in the Library, Information Technology and Visitor Information Services areas and one (1) full-time apprenticeship at the Kilcoy Workshop. All positions offered were successfully filled with suitable candidates.

As at 30 June 2015, Council employed a total of six (6) school-based trainees, one (1) Apprentice Boilermaker at the Esk Workshop, one (1) full-time Apprentice Mechanic at the Kilcoy Workshop and one (1) full-time Apprentice Mechanic at the Esk Workshop.

TRAINING

Performance of all staff members appraised annually / Improved knowledge and training courses completed

Performance appraisals for staff were conducted during 2014/2015 by relevant supervising personnel. From this process, training needs were identified with appropriate education and training courses sourced, promoted and delivered as required.

Staff inducted on commencement of employment

All new employees to Council were provided with formal human resource and safety inductions on commencement of employment during the 2014/2015 financial year. The induction process covers relevant procedures and policies required for initial employment, and is delivered in line with Council's workplace health and safety induction procedure.

A system of induction processes on specific items of new small and large plant has continued with records of the information transfer added to employee files.

Improved efficiencies due to the ability of employees to rotate between various tasks

Training in the following areas was provided to maintain existing workforce capabilities, to encourage multi-skilling, relief job rotation and to provide Council with the skill base required to meet operational flexibilities skills and meet statutory requirements.

- ❑ Ongoing training on Council workplace health and safety procedures as developed and adopted
- ❑ Traffic control accreditation renewals
- ❑ Traffic Management Level 3 and Level 4 Training
- ❑ Electrical Awareness M320 Training (Authorised person for working near powerlines)
- ❑ IPWEA Supervisor Workshops
- ❑ Apply First Aid Competencies and CPR Updates
- ❑ 1080 Refresher training
- ❑ ACDC (Commercial Operator) Accreditation Training

- ❑ Workplace Health and Safety Representative training
- ❑ Various Plant and Machinery competencies
- ❑ Certificate III in Civil Construction – Road Construction and Maintenance
- ❑ Certificate III in Civil Construction – Plant Operations
- ❑ Certificate III in Civil Construction – Pipe Laying
- ❑ Certificate III in Conservation / Land Management
- ❑ Communication Skills
- ❑ Authorised Persons Local Government Act
- ❑ Commissioner of Declarations and Justice of the Peace qualifications

Code of Conduct / Workplace Behaviour training relevant to Policy HR/001 Code of Conduct was provided to employees throughout the year as required under the Public Sector Ethics Act 1994.

Enhanced staff knowledge and career path with Council

Council has continued to offer professional development opportunities for employees during 2014/2015.

In November 2014, Council was advised the application for funding under the Queensland Apprenticeship Pledge was successful with twenty (20) placements secured.

The Queensland Apprenticeship Pledge is part of the Queensland Government's commitment to deliver 10,000 additional apprenticeships over six years to boost employment and skills. Council's pledge to employ and train apprentices is a commitment to support a strong Queensland economy and the ongoing skilling of the state's workforce.

Based on Council's pledge of twenty 20 apprenticeships, the maximum possible total incentive payment is \$120,000, or \$6,000 per apprenticeship.

To receive the maximum possible payment, Council was required to sign up these apprenticeships by 30 June 2015. This target was met with nineteen (19) existing employees signed up prior to this date to undertake the following qualifications:

- Certificate III Civil Construction – Plant Operations
- Certificate III Parks and Gardens

Council's Study Assistance Policy has also continued to be offered to staff members undertaking nationally recognised Certificate, Diploma and University level courses relevant to their current roles. Personnel have also continued to apply for and attend approved conferences, seminars, workshops and training in a variety of areas relevant to their position and role within Council.

WORKPLACE HEALTH & SAFETY

Procedures established within the Quality Assessment system that are vetted for safety matters.

During 2014/2015, eleven (11) new WHS procedures have been developed to incorporate current legislative requirements.

Compliance with legislation and Local Government Workcare's SAFE PLAN.

Council has continued addressing workplace health and safety issues using the Local Government WorkCare Safe Plan model as the basis of Council's safety management system through Workplace Health & Safety Committee processes.

Council has continued the development, implementation and / or continual improvement of SAFEPLAN to address compliance to legislation across the whole of the organisation.

Council is continually reviewing current documentation or developing new procedures to meet the requirements identified in introduced legislation to incorporate into daily work and business practice.

INFORMATION DEVELOPMENT & TRANSFER

Specific workplace safety procedures are continually being reviewed.

The work assessment form introduced to create safe work method statements required to perform high-risk construction work activities is continually under review and updated to meet changing legislative requirements. Work method statements are being utilised by Council crews as required by legislation. Specific control measures used are documented. A risk assessment has been completed for works using those specific control measures.

Local area driving records for heavy vehicle drivers are in use to meet Queensland National Heavy Vehicle legislation.

Articles on Workplace Health and Safety issues are continuing to be placed in the newsletter each fortnight to encourage and inform all workers on change as it occurs and the methods Council will use to address it. Newsletter topics address specific workplace issues as they arise.

COMPLIANCE ISSUES

The annual visual inspection was conducted on all lifting equipment to ensure safe operation and any required non-conformances were rectified. Servicing and maintenance of all fire equipment was carried out. Specified electrical equipment was tested as per the interval requirements of the *Electrical Safety Act 2002*.

TENDER DOCUMENTS / PREFERRED SUPPLIERS

Council conducted tendering processes for supply of materials and services using the Council purchasing policy and procedure that incorporates workplace health and safety criteria. This ensures Contractors employed by Council undertake a safe system of work and are insured and appropriately licenced.

STAFF WELLBEING INITIATIVES

The Somerset Regional Council staff wellbeing program, LIFE (Lifestyle Improvement for Employees) promotes a work environment that aims to enhance the quality of life of its employees and fosters a workplace culture where health and wellbeing are highly valued. Council personnel are encouraged to maximise their health and wellbeing through educational opportunities, wellness initiatives / activities and personal development.

The objectives of the program are to:

- Raise awareness within the workplace about issues that impact on health and wellbeing in a positive manner, including the health benefits of mental wellbeing, physical activity and healthy eating to improve or maintain the quality of the performance of employees' duties.
- To actively promote and encourage:
 - the utilisation of work related counselling services through Council's Employee Assistance Program;
 - active participation in a broad range of workplace health and wellbeing initiatives in various locations.
- To equip employees with the knowledge, resources and tools to enable them to make informed choices and take personal responsibility with regard to their own health and wellbeing.

In 2014/2015 the LIFE program was awarded funding of \$5,000 from Local Government Association of Queensland's Healthy Worker Initiative to deliver health and skins checks to employees. This initiative was delivered prior to 30 June 2015.

Throughout 2014/2015, the LIFE program has continued to focus on improving the lifestyles of staff members by providing information about the benefits of a healthy and active lifestyle and also delivering a variety of events and activities.

QGAP

Council has operated a Queensland Government Agency at its Lowood Office since the year 2000. Of all the services offered at the QGAP agency, Queensland Transport transactions continue to be in demand.

| | 1/7/11 - 30/6/12 | 1/7/12 - 30/6/13 | 1/7/13 – 30/6/14 | 1/7/14 – 30/6/15 |
|-------------------------------------|------------------|------------------|------------------|-------------------------|
| Total No. of Transactions | 8,711 | 8,574 | 9299 | 9194 |
| Total collection value | \$1,450,655.72 | \$1,440,504.10 | \$1,487,980.61 | \$1,608,574.50 |
| Average time per transaction | 4.85 minutes | 4.44 minutes | 4.87 minutes | 4.87 minutes |

LEGISLATIVE REQUIREMENTS

LONG-TERM FINANCIAL SUSTAINABILITY STATEMENT

Section 183(c) of the Local Government Regulation 2012

Somerset Regional Council
Long term financial sustainability statement
For the year ended 30 June 2015

Forecast measures of financial sustainability for future years

| | Forecast | Target |
|---|----------|----------------------|
| Operating surplus ratio (Net result (excluding capital items) divided by total operating revenue (excluding capital items)) | | |
| FY2016 | (0%) | Between 0% and 10% |
| FY2017 | 0% | Between 0% and 10% |
| FY2018 | 0% | Between 0% and 10% |
| FY2019 | 0% | Between 0% and 10% |
| FY2020 | 0% | Between 0% and 10% |
| FY2021 | 0% | Between 0% and 10% |
| FY2022 | 0% | Between 0% and 10% |
| FY2023 | 0% | Between 0% and 10% |
| FY2024 | 0% | Between 0% and 10% |
| Asset sustainability ratio (Capital expenditure on the replacement of assets (renewals) divided by depreciation expense) | | |
| FY2016 | 169% | Greater than 90% |
| FY2017 | 90% | Greater than 90% |
| FY2018 | 63% | Greater than 90% |
| FY2019 | 72% | Greater than 90% |
| FY2020 | 82% | Greater than 90% |
| FY2021 | 83% | Greater than 90% |
| FY2022 | 82% | Greater than 90% |
| FY2023 | 85% | Greater than 90% |
| FY2024 | 87% | Greater than 90% |
| Net financial liabilities ratio (Total liabilities less current assets divided by total operating revenue (excluding capital items)) | | |
| FY2016 | (189%) | Not greater than 60% |
| FY2017 | (186%) | Not greater than 60% |
| FY2018 | (182%) | Not greater than 60% |
| FY2019 | (178%) | Not greater than 60% |
| FY2020 | (175%) | Not greater than 60% |
| FY2021 | (171%) | Not greater than 60% |
| FY2022 | (167%) | Not greater than 60% |
| FY2023 | (164%) | Not greater than 60% |
| FY2024 | (161%) | Not greater than 60% |

Council's financial management strategy comprises its budget, financial forecasts, investment policy, debt policy, procurement policy, revenue policy, revenue statement and its long-term asset management plan.

In broad terms, the financial management strategy encompasses all the various actions that will result in the forecast measures of financial sustainability detailed above that were adopted by Council.

The Council has adopted a long term community plan following a community engagement process. Council's financial management strategy conforms to its corporate plan.

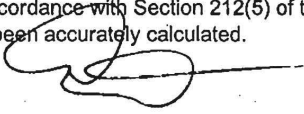
Council's long term financial forecast demonstrates its financial sustainability by reference to the State Government's recommended targets.

Certificate of Accuracy

For the long-term financial sustainability statement prepared as at 30 June 2015

This long-term financial sustainability statement has been prepared pursuant to Section 178 of the Local Government Regulation 2012 (the regulation).

In accordance with Section 212(5) of the Regulation we certify that this long-term financial sustainability statement has been accurately calculated.


Cr Graeme Lehmann
Mayor - 25/8/2015


Robert Bain
Chief Executive Officer - 25/8/2015

COMMUNITY FINANCIAL REPORT

Section 184 of the Local Government Regulation 2012

SOMERSET REGIONAL COUNCIL

2014/2015 COMMUNITY FINANCIAL REPORT - Section 179 - Local Government Regulation 2012

This report explains in language that is readily understood by the community, Council's financial position and Council's financial performance. The report is a State government requirement for all councils in Queensland.

The financial statements and this report were prepared by Geoffrey Smith who is a Chartered Accountant employed by the council. The financial statements were independently audited by an agent for the Auditor-General of Queensland. This community financial report has not been subject to audit. This report is for the financial year ended 30 June 2015.

What was the cash position of the council at June 2015?

All figures are in round millions of dollars

| | As at 30 June 2015 | As at 30 June 2014 | |
|--|-----------------------|-----------------------|---------|
| Council assets that will be converted to cash | | | |
| Cash | \$ 62 | \$ 65 | million |
| Owing by ratepayers | \$ 2 | \$ 2 | million |
| Owing by the Australian Tax Office for GST refunds | \$ - | \$ - | million |
| Other money owing to Council | \$ 4 | \$ 2 | million |
| | <u>\$ 68</u> | <u>\$ 69</u> | million |
| Cash owing by Council | | | |
| Owing to suppliers and contractors at 30 June | \$ (5) | \$ (5) | million |
| Owing to the Australian Tax Office for GST payable | \$ - | \$ (1) | million |
| Annual leave, long service leave and other employee entitlements | \$ (3) | \$ (3) | million |
| | <u>\$ (8)</u> | <u>\$ (9)</u> | million |
| Overall position - net cash assets | <u>\$ 60</u> | <u>\$ 60</u> | million |

What else did Council own in June 2015?

Council owns roads and other assets that cannot be sold for cash and which are needed to provide services.

Council also owns land and equipment that could be sold but which Council does not intend selling.

Council works out the value of roads, bridges and other assets using an estimate of the replacement cost and adjusts this to reflect the age and condition of the assets.

Replacement costs are a guide as to what Council may be required to reinvest in vital community assets in future years.

| | | |
|--|---------------|---------|
| Replacement cost of roads, bridges, land, buildings, plant and drainage assets | <u>\$ 398</u> | million |
| Value remaining of roads, bridges, land, buildings, plant and drainage assets | \$ 264 | million |
| Value of Council's 0.826% shares in Queensland Urban Utilities | \$ 25 | million |
| Loan owing to Council by Queensland Urban Utilities | \$ 14 | million |
| Diesel, fuel, concrete pipes, gravel and other materials held | \$ 1 | million |
| Total value of assets not easily convertible to cash | \$ 304 | million |
| Net cash assets | <u>\$ 60</u> | million |
| Net worth of the Council | <u>\$ 363</u> | million |

| | | | |
|---|----|-----|---------|
| Difference between replacement cost and value left in roads, bridges, land, buildings etc | \$ | 134 | million |
| Deduct net cash assets | \$ | 60 | million |
| Infrastructure deficit | \$ | 74 | million |

Where will the Council get the money to replace its assets as they wear out?

The State government requires that all Queensland councils consider how they will get the money to replace their assets in order to demonstrate their financial sustainability and requires that councils prepare long term asset management plans and long term financial forecasts to demonstrate that future residents of the area will not be left with an unfair infrastructure replacement burden.

The 2015 deficit between the replacement costs of infrastructure and the value left in the infrastructure was \$134 million.

At June 2015, Council had enough cash reserves to replace \$60 million in assets if required.

A further \$74 million was needed to replace all assets with the same type of asset as at 30 June 2015.

This assumes that existing assets will ultimately be replaced with something similar to what is currently in place. It is not always appropriate to replace existing assets with similar standard assets to what were built many decades ago. For example, Council never replaces old timber bridges with new timber bridges.

Council engineers believe that some Council assets like road pavements will not require replacement for another 20 years. Most of Council's timber bridges will need to be replaced with expensive concrete bridges within the next few years.

While Council might have a long term asset funding shortfall, there is sufficient time available to allow Council to set strategies in place so that the shortfall can be met over time.

Cash held in reserve for asset replacement and other purposes was invested at an average of 3.1% during the year.

The interest returns to the community on this cash were equivalent to 12.5% of net rate revenue.

How did Council perform during the 2014/2015 financial year?

Councils are required to report three indicators of financial sustainability each year.

These are expressed as ratios, with the State Government setting target ranges for each.

Council met its sustainability targets for the year as follows:

| Measures of financial sustainability | Actual | Target |
|--------------------------------------|--------|----------------------|
| Operating surplus ratio | 10% | Between 0% and 10% |
| Asset sustainability ratio | 455% | Greater than 90% |
| Net financial liabilities ratio | -154% | Not greater than 60% |

These measures indicate that during the year Council was generating modest operating surpluses, it was replacing and renewing its assets at a faster rate than they were wearing out and it had no net interest bearing debt.

EXPENSES REIMBURSEMENT POLICY – RESOLUTIONS

Section 185(a) of the Local Government Regulation 2012

No resolutions adopting or amending an expenses reimbursement policy were made during the financial year.

NON-CURRENT ASSETS

Section 185(b) of the Local Government Regulation 2012

At the Budget Meeting of 4 June 2014, Council adopted the following pertaining to Section 206(2) of the Local Government Regulation 2012:

Pursuant to section 206 of the Local Government Regulation 2012, the following asset capitalisation thresholds apply:

| <i>Asset Category</i> | <i>Capitalisation threshold</i> |
|---|--|
| <i>Plant, furniture and equipment</i> | <i>\$5,000</i> |
| <i>Land</i> | <i>\$1</i> |
| <i>Buildings, infrastructure and other assets</i> | <i>\$10,000</i> |

TOTAL REMUNERATION PAID TO EACH COUNCILLOR (INCLUDING SUPERANNUATION CONTRIBUTION)

Section 186(a) of the Local Government Regulation 2012

Total remuneration paid by Council to each of its councillors for the 2014/2015 financial year.

| COUNCILLOR | ALLOWANCE/FEES |
|---------------------------|-----------------------|
| Councillor Lehmann | \$117,159.14 |
| Councillor Hall | \$73,225.35 |
| Councillor Bechly | \$62,240.12 |
| Councillor Brieschke | \$62,240.12 |
| Councillor Madden | \$34,102.40 |
| Councillor Moriarty | \$62,240.12 |
| Councillor Ogg | \$62,240.12 |
| Councillor Whalley | \$16,078.70 |
| <i>Total Remuneration</i> | <i>\$489,526.07</i> |

Total superannuation contributions paid by Council for each of its councillors for the 2014/2015 financial year -

| COUNCILLOR | SUPERANNUATION |
|-----------------------------|-----------------------|
| Councillor Lehmann | \$14,059.19 |
| Councillor Hall | \$8,786.96 |
| Councillor Bechly | \$7,468.71 |
| Councillor Brieschke | \$7,468.71 |
| Councillor Madden | \$4,092.23 |
| Councillor Moriarty | \$7,468.71 |
| Councillor Ogg | \$7,468.71 |
| Councillor Whalley | \$1,929.42 |
| <i>Total Superannuation</i> | <i>\$58,742.64</i> |

EXPENSES INCURRED BY AND FACILITIES PROVIDED TO EACH COUNCILLOR UNDER THE EXPENSE REIMBURSEMENT POLICY

Section 186(b) of the Local Government Regulation 2012

Expenses reimbursed and facilities provided during 2014/2015 were –

| COUNCILLOR | EXPENSES |
|----------------------|---------------------|
| Councillor Lehmann | \$30,377.26 |
| Councillor Hall | \$23,659.66 |
| Councillor Bechly | \$15,183.30 |
| Councillor Brieschke | \$16,509.53 |
| Councillor Madden | \$7,236.12 |
| Councillor Moriarty | \$29,211.64 |
| Councillor Ogg | \$13,422.54 |
| Councillor Whalley | \$3,389.64 |
| <i>Total</i> | <i>\$138,989.69</i> |

No non-cash property was transferred to Councillors.

COUNCILLOR MEETING ATTENDANCE

Section 186(c) of the Local Government Regulation 2012

| COUNCILLOR | ORDINARY MEETING |
|----------------|------------------|
| Cr G D Lehmann | 24 |
| Cr D Hall | 24 |
| Cr K Moriarty | 22 |
| Cr M Ogg | 20 |
| Cr J Madden | 12 |
| Cr H Brieschke | 24 |
| Cr A Bechly | 24 |
| Cr B Whalley | 7 |

COUNCILLOR MISCONDUCT

Section 186(d), (e) and (f) of the Local Government Regulation 2012

| | |
|--------------|--|
| s186(d)(i) | There were no orders or recommendations made under section 180(2) or (4) of the <i>Local Government Act 2009</i> . |
| s186(d)(ii) | There was one order made under section 181 of the <i>Local Government Act 2009</i> . |
| s186(e)(i) | An order was made for Cr Ogg under section 181 of the <i>Local Government Act 2009</i> . There were no Councillors named and no orders or recommendations made under section 180 of the <i>Local Government Act 2009</i> . |
| s186(e)(ii) | It was considered that Cr Ogg had engaged in inappropriate conduct. There was no misconduct engaged in by the Councillors. |
| s186(e)(iii) | There was one order reprimanding Cr Ogg for inappropriate behaviour. |
| s186(f)(i) | There was one complaint about the conduct or performance of Councillors for which no further action was taken under section 176C(2) of the <i>Local Government Act 2009</i> . |
| s186(f)(ii) | There were no complaints referred to the department's chief executive under section 176C(3)(a)(i) of the <i>Local Government Act 2009</i> . |
| s186(f)(iii) | There was one complaint referred to the Mayor under section 176C(3)(a)(ii) of the <i>Local Government Act 2009</i> . |

| | |
|---------------|--|
| s186(f)(iv) | There were no complaints referred to the department's chief executive under section 176C(4)(a) of the <i>Local Government Act 2009</i> . |
| s186(f)(v) | There were no complaints assessed by the chief executive officer as being about corrupt conduct under the Crime and Corruption Act. |
| s186(f)(vi) | There were no complaints heard by a regional conduct review panel. |
| s186(f)(vii) | There were no complaints heard by the tribunal. |
| s186(f)(viii) | There were no complaints to which section 176C(6) of the <i>Local Government Act 2009</i> applied. |

ADMINISTRATIVE ACTION COMPLAINTS

Section 187 of the Local Government Regulation 2012

Council is committed to dealing fairly with administrative action complaints. Council's approach to dealing with complaints is outlined in its Administrative Action Complaints Policy, which was effective from 1 July, 2011. The scope of the policy is as follows:

The complaints process has been established for resolving complaints by affected persons about administrative action of the Council. However, the complaints process does not apply to a complaint-

- *that could be made under the Local Government Regulation 2012 about competitive neutrality issues;*
- *about official misconduct that should be directed to the Crime and Misconduct Commission;*
- *made under the Public Interest Disclosure Act 2010; or*
- *about the conduct and performance of Councillors under Division 6, Part 2, Chapter 6 of the Local Government Act 2009.*

This policy excludes requests for service, enquiries, suggestions, actions and decisions taken under legislation which provide for separate avenues of appeal, such as decisions made under the Sustainable Planning Act 2009, prosecutions made under Local Laws that are appealable to a Magistrates Court and decisions under the Building Act, unless the complaint relates to administrative actions associated with the action or decision.

During 2014/15 Council received six applications under this policy, one of which had not been finalised at year end. Council, also, received a number of applications for internal review for decisions made under its local laws or the *Animal Management (Cats and Dogs) Act 2008*.

OVERSEAS TRAVEL

Section 188 of the Local Government Regulation 2012

There was no overseas travel undertaken by a councillor or local government employee in an official capacity during the financial year.

GRANTS TO COMMUNITY ORGANISATIONS

Section 189 of the Local Government Regulation 2012

The local government's expenditure for the financial year on grants to community organisations was \$129,156.70. In addition \$27,216.00 was provided in Regional Arts Development Fund grants.

Councillors did not have discretionary funds during the financial year.

ANNUAL OPERATIONS REPORT FOR EACH COMMERCIAL BUSINESS UNIT

Section 190(1)(c) of the Local Government Regulation 2012

There were no commercial business units to report for the 2014/2015 financial year.

CONDUCTING A JOINT GOVERNMENT ACTIVITY

Section 190(1)(d) of the Local Government Regulation 2012

There was no action taken for or expenditure on a service, facility or activity that was supplied by another local government under an agreement for conducting a joint government activity for which the local government levied special rates or charges for the financial year.

INVITATIONS TO CHANGE TENDERS

Section 190(1)(e) of the Local Government Regulation 2012

There were no invitations to change tenders during the year.

REGISTERS KEPT BY THE LOCAL GOVERNMENT

Section 190(1)(f) of the Local Government Regulation 2012

- Register of Cost-Recovery Fees
- Asset Register
- Register of Council Policies
- Delegations by Council
- Delegations by Chief Executive Officer
- Register of Interests
- Register of Local and Subordinate Local Laws
- Non-Conforming Use Register
- Rezoning Register
- Consent Register
- Subdivision Register
- Development Application Register
- Cemetery Register
- Food Premise Register
- Road Register
- Register of Contact with Lobbyists

SUMMARY OF CONCESSIONS FOR RATES AND CHARGES

Section 190(1)(g) of the Local Government Regulation 2012

Rebates and concessions on rates were as follows:

- 1. Pensioner part-remission of certain general rates in the former Kilcoy Shire as set out in the 2014/2015 Revenue Statement as follows:***

R28. Pensioner rebate of Kilcoy differential general rates

Qualifying Pensions

Rebate of part of certain rates and charges as determined by Council from time to time may be granted to owners who are holders of a current valid Queensland pensioner concession card and who are eligible to receive a State Government Pensioner Rate Subsidy under the rules of the State Government Pensioner Rate Subsidy Scheme.

The rebate may be granted under Section 120 of the Local Government Regulation 2012.

Council has decided to phase out the granting of an automatic concession of this kind to pensioners, but wishes to protect those pensioners currently receiving the concession from any hardship resulting from the change. Those pensioners in receipt of the pensioner rate subsidy as at 30 June 2008 will continue to receive the subsidy provided they retain other eligibility criteria. However, no new automatic concession will be granted to those pensioners not already in receipt of the concession as at 30 June 2008.

Application

A pensioner rebate as above shall apply to differential general rates within the former Kilcoy Shire.

Calculation

The rebate of differential general rates within the former Kilcoy Shire shall be equal to:

- \$20 per annum multiplied by;
- The percentage to which the landowners are entitled to receive a State Government Pensioner Rate Subsidy under the rules of that subsidy scheme as issued by State authorities from time to time.

For example, if a full State Government Pensioner Rate Subsidy applies to a rate assessment where differential general rates of \$1,000 would otherwise apply, the landowner shall be entitled to a rebate of \$20 of the rates. If 33% of the full State Government Pensioner Rate Subsidy applies, the landowner shall be entitled to a remission of 33% of \$20 the rates.

Justification

Council has decided to offer the concession on differential general rates within the former Kilcoy Shire to recognise the financial impact on people of fixed incomes within the former Kilcoy Shire who enjoyed the same level of remission in previous years.

Administration

An application for a State Government Pensioner Rate Subsidy shall be taken to also be an application for Council pensioner remission. The rules governing eligibility to the State Government Pensioner Rate Subsidy Scheme as issued by State authorities from time to time shall apply in determining eligibility to the Council remission.

2. *The following concession as resolved by Council on 10 September 2014*

“THAT a rebate of rates and charges be given to the owner of Lot 1 RP28857 assessment 02352-80000-000 for the period 1 July 2014 to 31 December 2014 equal to the difference between the net general rates actually charged for the property on the rate notice issued 26 August 2014 and the net amount that would have been payable if the property had been categorised in rating category 302 because the payment of the rates or charges would cause hardship to the land owner.

THAT no rebate in the extractive industries inspection levy on Lot 1 RP28857 assessment 02352-80000-000 be granted for the period 1 July 2014 to 31 December 2014.

THAT provided extraction of materials on the property does not occur prior to February 2015, a rebate of rates and charges be given to the owner of Lot 1 RP28857 assessment 02352-80000-000 for the period 1 January 2015 to 30 June 2015 of the same amount as the 2014 rebate plus the amount of the half yearly extractive industry inspection levy because the payment of the rates or charges would cause hardship to the land owner.”

3. *The following concession as resolved by Council on 11 March 2015*

“THAT a rebate of rates and charges be given to the owner of lot 4 RP891065 - 35888-00000-000 for the period 1 January 2015 to 30 June 2015 equal to the difference between the net general rates actually charged for the property on the rate notice issued in February 2015 and the net amount that would have been payable if the property had been categorised in rating category 3 because the payment of the rates as categorised would cause hardship to the land owner.

THAT a full rebate in the extractive industries inspection levy on lot 4 RP891065 - 35888-00000-000 be granted for the period 1 January 2015 to 30 June 2015 because the payment of the charge would cause hardship to the land owner.”

4. *The following concession as resolved by Council on 11 March 2015*

“THAT a letter received on 4 March 2015 (document reference 805353) from solicitors acting for the proposed purchaser of lot 52 RP140848 – 03543-00000-000 be accepted as an application for rebate of rates and charges for this property under s 122 (3) of the Local Government Regulation 2012 and that a rebate of \$4,654.00 be granted on the basis of hardship with the granting of a rebate conditional on the property transfer referred to in the solicitor’s letter being completed.”

5. The following concession as resolved by Council on 24 June 2015

"THAT a request received on 28 April 2015 (document reference 814617) from solicitors acting for the purchaser of lot 3 RP20868 – 00638-00000-000 be accepted as an application for rebate of rates and charges for this property under s 122 (3) of the Local Government Regulation 2012 and that a rebate of \$813.62 or the balance of the account, whichever is the lesser, be granted on the basis of hardship as at 24 June 2015."

REPORT ON THE INTERNAL AUDIT

Section 190(1)(h) of the Local Government Regulation 2012

See Attachment 1 – Report on the Internal Audit.

INVESTIGATION NOTICES FOR COMPETITIVE NEUTRALITY COMPLAINTS

Section 190(1)(i) and (j) of the Local Government Regulation 2012

There were no investigation notices given in the financial year under Section 49 of the Local Government Regulation 2012.

As such, there were no responses required from Council in the financial year relating to QCA recommendations on competitive neutrality complaints under Section 52(3) of the Local Government Regulation 2012.

IDENTIFY BENEFICIAL ENTERPRISES

Section 41 of the Local Government Act 2009

Nil

IDENTIFY SIGNIFICANT BUSINESS ACTIVITIES

Section 45 of the Local Government Act 2009

Nil

ATTACHMENT 1 - REPORT ON THE INTERNAL AUDIT

Section 190(1)(h) of the Local Government Regulation 2012

Somerset Regional Council

Internal Audit Progress Report

Audit Committee Meeting

9 September 2015

Background

- S211 (1) (b) (iii) of the Local Government Regulation 2012 states that the Audit Committee shall be provided with an internal audit progress report “for the internal audit for the preceding financial year including the recommendations in the report and the actions to which the recommendations relate”.
- Somerset Regional Council has appointed Bentleys to provide internal audit services for the financial years ending 30 June 2014-16.
- The Audit Committee approved the three-year Strategic Internal Audit Plan at its meeting on 11 September 2013 and approved an update on 10 September 2014.

Progress to date

- All scheduled internal audits for the 2014-15 financial year have been completed in accordance with the Internal Audit Plan. These internal audits included:

| Name of Proposed Internal Audit | Description of Internal Audit |
|---------------------------------|--|
| Asset Management | Review: <ul style="list-style-type: none">• Data conversion to ‘Bizeasset’.• Adequacy of asset registers.• Assessing the condition of asset.• Planning maintenance to minimise whole of life costs.• Planning for replacement of assets. |
| Risk Management | Assess the effectiveness and efficiency of council’s risk management framework to identify, analyse, evaluate, treat and monitor risks. |
| Corporate Card | Review: <ul style="list-style-type: none">• Relevant policies and procedures.• Appropriateness of card transaction limits.• Approval/acquittal of card expenses.• Cardholder compliance with relevant policies. |

- We propose an update to the Three-year Strategic Internal Audit Plan and the Annual Internal Audit Plan for 2014-15. The proposed change is based on our risk assessment.
- Internal Audit received full co-operation from council staff while conducting internal audits.
- A summary of the status of our recommendations is provided in Appendix 1.
- We have not identified any other matters that require your attention.

Appendix 1 (Status of Internal Audit Recommendations)

Review Natural Disaster Relief and Recovery Arrangement (NDRRA) claims and acquittal of funding received (2013/14)

| Recommendation | Risk Level | Accepted by Management | Status |
|----------------------------------|------------|------------------------|--------|
| All recommendations implemented. | NA | NA | NA |

Collection of the Emergency Management, Fire & Rescue Levy (2013/14)

| Recommendation | Risk Level | Accepted by Management | Status |
|---|----------------------|------------------------|--------------|
| The Chief Executive Officer consider various project management methodologies available to Council and adopt a suitable methodology for large/high risk projects. | Business improvement | Under consideration | In progress. |

User Access Privileges to Accounting Systems (2013/14)

| Recommendation | Risk Level | Accepted by Management | Status |
|----------------------------------|------------|------------------------|--------|
| All recommendations implemented. | NA | NA | NA |

Asset Management (2014/15)

| Recommendation | Risk Level | Accepted by Management | Status |
|---|------------|------------------------|---|
| <p>The Manager Operations develop a timber bridge renewal program indicating whether:</p> <ul style="list-style-type: none"> • single lane timber bridges will be replaced by single lane or double lane concrete bridges; and • replacement bridges will be significantly higher and/or longer than existing timber bridges. | High | Yes | Completed. A detailed bridge replacement program has been prepared and is included in the agenda for Council's 11 March 2015 meeting. |
| The Manager Finance update the Long Term Asset Management Plan to reflect anticipated bridge replacement costs over the next 10 years. | High | Yes | Completed. Council's updated its Long Term Asset Management Plan. This plan was approved by Council at its 11 March 2015 meeting. |
| The Chief Executive Officer seek Council resolution regarding funding for replacement of bridges over the next 10 years. | High | Yes | Completed. Approved by Council on 11 March 2015 as part of the long term asset management plan. |
| <p>The Manager Corporate & Community Services:</p> <ul style="list-style-type: none"> • investigate suitable asset management systems (including Bizeasset) to record information relating to Council's buildings and other structures; • when an independent valuation is not obtained for the year, ensure that the condition of significant buildings is assessed at least annually ; • record the condition of buildings and other structures including significant components of those assets (eg roofs, painting, carpets); and • develop asset maintenance schedules for major council buildings and other structures. | Medium | Yes | Completed. Refer memorandum from the Manager Corporate & Community Services to the General Manager dated 11 May 2015. |

| Recommendation | Risk Level | Accepted by Management | Status |
|---|------------|--|--|
| <p>The Manager Operations:</p> <ul style="list-style-type: none"> review whether all bridges require annual inspections (eg concrete bridges in good condition) and propose an update to the bridges asset management policy; produce an annual bridge inspection program; and ensure that bridge inspections are carried out in accordance with the Bridges Asset Management Policy and inspection program. | Medium | Yes | <p>Completed. The asset management policy was updated by Council on 19 December 2014. The revised policy confirms that:</p> <ul style="list-style-type: none"> bridge inspections undertaken are to be evidenced and supported by a written document authorised by Manager Operations; and all bridges are to be inspected. <p>While an annual bridge inspection program has not been established, a recurring calendar reminder shared by six relevant officers has been made for the end of May each year (for the next ten years) to ensure inspection tasks are carried out on a timely basis as required.</p> |
| <p>The Manager Operations develop:</p> <ul style="list-style-type: none"> asset management plans for bridges, underground drainage and buildings/other structures; and an asset management policy for underground drainage. | Medium | Partly, with respect to updating Council's Asset Management Policy | <p>Completed. A revised (10 year) long term asset management plan has been prepared and included in the agenda for Council's 11 March 2015 meeting.</p> <p>Council is not intending to prepare more detailed asset management plans for other asset classes at this stage. Further development is dependent upon having resources available.</p> <p>Underground drainage is dealt with as part of the road asset management policy.</p> |
| <p>The Manager Operations:</p> <ul style="list-style-type: none"> review whether the bridges on Hines Road should be replaced by Council; and propose an update to Council's Bridges Asset | Medium | No | NA |

| Recommendation | Risk Level | Accepted by Management | Status |
|--|----------------------------------|------------------------|---|
| Management Policy if Council intends to replace either bridge on Hines Road. | | | |
| The Manager Operations establish written agreements with neighbouring Councils regarding responsibility for the maintenance and management of roads that form the boundary between SRC and neighbouring Councils. | Medium | Yes | Completed. Council confirmed with the Department of Local Government the exact position of the local government boundaries and then wrote to all neighbouring local governments with confirmed shared roads on 23 January 2015. Council has received some responses and will progress this matter with relevant councils. |
| The Manager Finance: <ul style="list-style-type: none"> review the Road Asset Management Policy; and update valuation calculations for roads with a condition level of 1. | Low | Yes | Completed. Council reviewed and revised its road asset management policy on 23 October 2014. Condition level 1 matters were clarified in the new policy. |
| The Manager Finance and the Manager Operations: <ul style="list-style-type: none"> review the ongoing suitability of Bizeasset; review the suitability of potential replacement asset management systems; and recommend to the Chief Executive Officer whether Council should replace Bizeasset with another Asset Management System. | Business Improvement Opportunity | Yes | In progress. This is an ongoing project. |
| The Manager Operations: <ul style="list-style-type: none"> assess how frequently IRI information should be collected; and update Council's Roads Asset Management Policy for Council approval. | Business Improvement Opportunity | Yes | Completed. Council reviewed and revised its road asset management policy on 23 October 2014. The new policy confirms "Council will obtain roughness index data on its sealed road network every three years in order to better inform the management of its road assets." |

Risk Management

| Recommendation | Risk Level | Accepted by Management | Status |
|---|-------------------------------------|---|---|
| The Manager Finance periodically monitor whether existing forums are effectively identifying risks (eg cross department risks) to be recorded in the System Improvement and Risk Management Register. | Moderate | Yes | Completed. The Manager Finance reviews existing forums for effectiveness. The Risk Management Policy was amended on 25 March 2015 to include annual review processes. |
| <p>The Manager Finance document Council's risk appetite statement/tolerance to provide guidance regarding:</p> <ul style="list-style-type: none"> the type of risks that are considered material; and whether risks require treatment. <p>The recommended risk appetite statement/tolerance could include qualitative and/or quantitative criteria.</p> | Operational Improvement Opportunity | Yes | Completed. The Risk Management Policy was updated on 25 March 2015 to identify the sources of risk and how those risks are treated (eg with appropriate levels of insurance). |
| The Manager Finance develop guidance to define different levels of risk. This guidance should define risk levels in terms of consequence and likelihood so an overall risk level can be determined. | Operational Improvement Opportunity | Partly, with respect to roads and other assets. | In progress. This will be implemented as part of implementing a new Asset Management System. |
| The QA Officer/SES Controller update Council's Quality Improvement and Risk Management Status log. | Operational Improvement Opportunity | Yes | Completed. Updated on 25/3/2015. Revised version provided to Internal Audit. |
| The Manager Finance and the QA Officer/SES Controller review the format of Council's Quality Improvement and Risk Management Status log. | Operational Improvement Opportunity | Yes | Completed. Updated on 25/3/2015. Revised version provided to Internal Audit. |

Corporate Card

| Recommendation | Risk Level | Accepted by Management | Status |
|---|----------------------------------|------------------------|---|
| <p>The Finance Manager update the Procurement Policy to state that card holders must acknowledge their obligations in writing:</p> <ul style="list-style-type: none"> • every 3 years; or • when Council changes a policy relating to corporate card. | Business Improvement Opportunity | Yes | Completed. The procurement policy was updated to provide for annual acknowledgement statements on 25 February 2015. |
| <p>The Finance Manager update the Procurement Policy to describe order splitting and specifically prohibit this practice.</p> | Business Improvement Opportunity | Yes | Completed. The procurement policy was updated accordingly on 25 February 2015. |

ATTACHMENT 2 - FINANCIAL STATEMENTS

Section 183 (a), (b) and (d) of the Local Government Regulation 2012